

# Aarti Pimplay

Operations Center Shift Manager (OCSM)

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## Experience

August 2012 to January 2016

### **Microsoft India,**

*Operations Center Shift Manager (OCSM)*

- Handling escalations, notifications, task organization, distribution of work, site status enquiries.
- Monitoring the Incidents handled by the team in real time.
- Supervising the reporting of Incidents to respective stake holders.
- Ensuring proper workflow of Incident and major incident processes are followed.
- Escalate events that have a potential MS impacts to Security Analyst or as directed by the Escalation Matrix.
- Initiate problem tickets based on the recurring incidents identified.
- Reviewing the problem records to ensure timely closure of issues.
- Responsible for publishing monthly SLA reports.
- Providing OJT, concurrent training.
- Global news monitoring (Monitor Global activities on a continual basis).
- Responsible for administrative duties like reviewing performance Metrics, managing breaks/lunch (All stations), Shift Changeover Process and adherence, Policy Reviews and Updates, Supply and equipment requests, OCSM Pass-down Log, Inventory Control, Employee Recognition Requests, Disciplinary Actions, Annual Evaluations, Mentoring and Counselling.
- Maintain and share updates on emergency procedures.
- Develop and/or update all policies and procedures.

February 2011 to July 2012

### **Microsoft India**

*Communication Supervisor*

- Managing all incidents based on the priorities.
- Publishing executive business notifications during outages.
- Responsible for all email communications in GSOC Asia.
- Global news monitoring.
- Handling and initiating Major Incident conference calls and assisting the respective teams.
- Initiating bridge calls for P1 & P2 Issues.
- Providing overall analysis of incidents by performing root cause analysis and quality checks

- Provide supervision to assigned staff.
- Maintain an in-depth knowledge of emergency procedures, and adhere to same.

September 2009 to January 2011

## **SITEL**

### *Service Desk Analyst*

- Provided technical support to end users.
- Worked as part of escalation team to identify resolution and provide inputs to improve/create KB articles.
- Responsible for providing First Call Resolution.
- Providing Technical assistance to customers based on the priorities.
- Resolving Issues related to networking.
- Assist in configuring LAN, Modular Routers and TCP/IP.
- Troubleshooting Hardware and System performance issues.
- Working with Users to identify and rectify the issues pertaining to Internet and related services.
- Worked with different Antivirus Softwares - Installation and troubleshooting.
- Team SPOC for Quality and Compliance improvements.

## **Additional Skills**

- Ability to build teams and motivate them towards team goals.
- Effective Communication skills.
- Able to handle and overcome objections.
- Ability to work effectively in a team environment.
- Ability to adapt to the changes in organization along with successful implementation of the change in the system.