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 &amp; 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.