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SABYASACHI DEY

Objective

To secure a challenging position where I can effectively contribute my skill as a professional possessing competency skills.

Technical skills and Areas of Expertise

- Operations Team lead.
- Mapping and Executing Process Improvement processes.
- Strong leadership skills and assertiveness
- Data Mining & Analysis. Audit
- Service Management, Incident, Change, Request & Problem Management
- Server Monitoring and Network Monitoring.
- Process Training.
- ITIL V3 Foundation Certified.
- Demonstrated understating of SIAM process
- Understanding of Service Design and Service Transition processes

Tools and Applications Actively worked on

- HP Monitoring tools – HP OVO, HP Business Availability Center, HP SIM, HP NNM.
- IBM Service Now, Tivoli Lotus Notes.
- Monitoring tools – Nagios, RTMT, Site Confidence.
- ITSM Ticketing tools – Service Now, HP Service Center, Peregrine Service GSD R6 & R11.

Professional Experience

HCL Technologies Pvt Ltd : October 2019 – Till date.(NOIDA)

- **Sr Specialist : job role -**
 - ✓ Leading the Triage team & acting as SPOC for TRIAGE.
 - ✓ CSI protocols to follow for Escalation reduction
 - ✓ Preparing Governance models for process alignment.
 - ✓ Managing Operations and Governance, reporting.
 - ✓ Conducting New Process trainings to Service Desk & SM teams
 - ✓ Ensuring Team KPI are met & Triage metrics being met across my team.
 - ✓ Periodically audit the process to ensure appropriate levels of compliance and quality are always maintained
 - ✓ Monitor and report on change process performance, taking accountability for process KPI performance
 - ✓ Driving investigations to identify the root cause of Customer Escalations (Including People, Process and Technology elements)

Accenture Services Pvt Ltd : August 2012 – October 2019 (Kolkata – Gurgaon)

- **IT – Analyst**

- ✓ Managed Core MIM process, including sending out notifications to stakeholders.
- ✓ Maintaining and managing the Entire major incident process till CAPA.
- ✓ Daily & Weekly Governance of ageing Incidents/Tasks/Change/Problem.
- ✓ Production of RCA for every Major Incident.
- ✓ Responsible for doing RCAs and creating tasks for the technical teams as per analysis.
- ✓ Ensuring the lifecycle of all Major Incidents are tracked effectively & kept up to date in the ITSM
- ✓ Engagement with the Operational Team Leaders to ensure all problems have been actioned.
- ✓ Be an escalation point within the team ensuring all problems and incidents are being dealt with
- ✓ Working alongside the Service Delivery Manager and all Operational Team leaders to ensure all SLA's are met.
- ✓ Managing Incidents 24X7 and ensure minimal disruption to the service
- ✓ Setting up and driving the Technical & Management Bridge
- ✓ Verification of MIN\Notification messages to ensure completeness & correctness of the information being sent to the customer.
- ✓ Event Report /CAPA, fulfilling the Incident Manager Checklist
- ✓ Managed the Change Management swivel process.
- ✓ Ensuring Change Communications are communicated to relevant stakeholders at the appropriate levels and in a timely manner
- ✓ Conduct CAB meetings to discuss release scope and/or roadblocks with Application owners and SDMs
- ✓ Communicate all key project plans, commitments, and changes including requirements, QA plans, schedule, and scope changes to all the stakeholders and senior managers
- ✓ Acting as shift-lead in the team to ensure smooth operations and service delivery with nil misses.

HSBC EDPI Ltd : July 2010- August 2012 (Kolkata)

- **IT – Analyst**

- ✓ As a part of the Incident Management Team we are responsible for providing first level support for all the IT related issues reported by the HSBC internal employees across 19 Global Service Centers.
- ✓ Identifying MUIs through call trends and recording telephony interrupt messages to control call volumes during outages.
- ✓ Identifying parent incidents and associating subsequent child incidents to aid in actual impact identification
- ✓ Managing password requests for various HSBC applications and Unix servers.

WIPRO Ltd : June 2006 – Jan 2010 (Kolkata)

- **Communication Trainer**

- ✓ Communication trainer for International Voice and Non Voice process.
- ✓ Coaching L1 helpdesk engineers with communication
- ✓ L1 Customer service representative for HP computers
- ✓ Also worked as L1.5 CSR dispatch queue member

Educational Qualification

- *Passed Bachelor of Commerce from Prafulla Chandra College (University of Calcutta); year of passing: 2010.*
- *Passed ISCE (Class XII) from Julien Day School (CISCE); year of passing: 2006.*
- *Passed ICSE (Class X) from Julien Day School (CISCE); year of passing: 2004.*

Date of Birth

January 28, 1988

Current Address

61B Raja Basanta Roy Road. Kolkata: 700029 (Currently in hometown due to COVID 19 pandemic).

Passport Number

U4981008

I hereby declare that all information being provided above is true to the best of my knowledge.

Sabyasachi Dey