**Gaurav P Nirmal**

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**Global Lead****Knowledge Management**

## PROFILE SNAPSHOT

## A Certified ITIL Foundation and Intermediate Service operation with 9+ years of involvement in Knowledge Management, ITIL Based Service Delivery, Project Management and Leadership.

## Presently associated with Unisys Global Services India as Global Lead Knowledge Manager.

## Holds extensive domain knowledge of ITIL based services, Knowledge Management Solutions including Content Management systems and products.

* Possesses key aptitudes in working with huge groups and numerous simultaneous undertakings; an effective leader with strong communication, negotiation, analytical and problem solving skills.

## Strong capacities in transitioning new and complex solutions and services, in line with updated qualitative and quantitative information.

## Support for Project Management experience by assigning project tasks, ensure completion of assigned tasks within the stipulated timelines, and provide status updates to the Management team on the project status/progress.

## Responsible for providing periodic reports on a daily, weekly and monthly basis to Customer teams related to Daily status updates, SLA monitoring and Performance related reports

## KEY PROJECTS HANDLED

* **Leading Software Product Company – UGSI (September 2013 till Date)**

**Role:** **Global Lead Knowledge Manager**

**Scope:** Working with a group of 3 Knowledge Manager for the customer. Give Knowledge Management Solutions including Content Management frameworks, BAU exercises and Internal Projects. Host Governance call with the Clients and the Stakeholders.  
**KB Tool Used**: Service Now and Primus

**Highlights:**

* Implementation of Request for Change portal to track and monitor all the KB & process related changes.
* Implementation of KM Dashboard to showcase KM stats for the client.
* Creating and Maintaining KM Newsletter
* Maintain weekly, monthly, quarterly & yearly Knowledge base related reports.
* Review and implement Global processes.
* Opportunity analysis for Service desk.
* Knowledge base clean-up Project.
* Involved in Business Separation Projects.
* Implementation of new services & support.
* **Banking Account - UGSI, Bangalore (October 2015 – October 2015)**

**Role:** **Transition Knowledge Manager**

**Scope:** Defining the scope of support for the respective support functions. Preparing project plan for designing and implementing knowledge for the support functions for different clients.

* **KB Tool Used**: Service Knowledge Management (SKM)
* **Unisys User Support – UGSI, Bangalore (August 2015 – Till Date)  
  Role:** **Global Lead Knowledge Manager**

**Scope:** Working with a team of 1 Knowledge Manager for the Internal client. Provide Knowledge Management Solutions, BAU activities and Internal Projects. Host Governance call with the Internal Clients & the Stakeholders.

* **KB Tool Used**: Service Knowledge Management (SKM) and Robohelp 6
* Implementation of Request for Change portal to track and monitor all the KB & process related changes.
* Implementation of KM Dashboard to showcase KM stats for the client.
* Creating and Maintaining KM Newsletter
* Maintain weekly, monthly, quarterly & yearly Knowledge base related reports.
* Review and implement Global processes.
* Opportunity analysis for Service desk.
* Knowledge base clean-up Project.
* Involved in Business Separation Projects.
* Implementation of new services & support.

## AREAS OF EXPERTISE

IT Project Management ITIL based Service Delivery Knowledge Management

Process Enhancements Implementation & Support Transition & Transformations

Client Relationship Management

## CERTIFICATIONS & TRAININGS

* **ITIL V3 Foundation** Certified
* **ITIL Intermediate** Certification in **Service Operation**
* **Advance excel**

## CAREER CONTOUR

**September’13 onwards Knowledge Manager Unisys Global Services India.**

**Growth path:**

Nov’10 – August’12 Survey Analyst Unisys Global Services India.

**Key Responsibilities as Knowledge Manager:**

**Client Relationship Management**

* Proficiently own the Steady State Knowledge Management process by acting as a SPOC for the customer on Knowledge Management matters.
* Coordinate with multi-vendor teams spread across different time zones and continents as well as the PMO’s.
* Organize customer workshops to do periodic knowledge reviews and assured that any resulting changes are implemented.
* Provide effective resolution to customer queries and improving relationships with the clients by anticipating their future requirements, thereby ensuring a positive customer experience.

**Operational Engagement**

* Lead Weekly sessions with teams to identify areas where the required technical or procedural knowledge is missing, build required content and release it accordingly.
* Expertly build knowledge content, coordinate knowledge changes and implement the changes for all delivery teams (process and technical knowledge).
* Efficiently coordinate with all Delivery Towers (PMO included) and assure integration and collaboration between each other.

**Project Management**

* Project planning activities including Project Plans, Stage Plans, Scope, Timelines, and Risks etc.
* Oversee and involve in performing activities like requirement gathering, design discussion, design review and other technical problem solving functions.
* Efficiently manage the project stage related activities including updates, reports, quality reviews and feedback mechanism.
* Ensure that the project deliverables are as per time, quality and budget.

## Previous Experience

**Aditya Birla Minacs (September 2006 – September 2010)**

**Role: Customer Service Representative**

**Scope: I was working for a company which dealt in sales which was related to outbound selling and was a totally a banking process**

* My responsibility was to call existing customers and offer them new services available to them.
* SME/Back up team lead - I had to watch the floor and take escalations in the absence of the Team Lead
* I enthusiastically learned to prepare various reports

## SCHOLASTICS

* B’COM: (Bangalore University) (2006)
* PUC: (Pre university Board) (2003)
* 10th: (SSLC) (2000)

## PERSONAL DOSSIER

Date of Birth 16th July, 1984

Languages Known English, Hindi, Gujrati & Kannada

References Available on request