

Contact

www.linkedin.com/in/shweta-jaiswal-7a971013 (LinkedIn)

Top Skills

Project Management
IT Service Management
Service Delivery

Languages

English
Hindi (Native or Bilingual)

Certifications

ASM - Agile Scrum Master
3107: Avaya Session Border Controller Enterprise Implementation and Maintenance
ITIL Foundation Certificate in IT Service Management
CCNA R&S
CVOICE

Honors-Awards

Margdarshak
WOW award for Quality Delivery
Avaya Sales ACE (Avaya customer excellence) for best Collaboration Award
WOW award for People Development
KUDOS award for Collaboration

Publications

<http://shwetajwsl.wordpress.com/>

Shweta Jaiswal

Assistant Manager Integration at Hindustan Unilever Limited | Agile Scrum Master | ITILv3
Bengaluru

Summary

- Contribution to Continuous Process Improvement activities by identifying training opportunities for Problem Management team and improvement opportunities for the other line of services
- Coordinating a rapid and effective response to major incidents including escalation, follow through, dissemination of work around, resolution advice and closure
- Experience in handling pilot projects which involve process and documentation building.
- Solution designs, deployment implementation, support of VC infrastructure projects.
- Highly experienced in Cisco and Avaya video conferencing equipments.
- In depth knowledge of VOIP protocols and devices.
- Ability to conduct research to identify and solve issues on VoIP products.
- Good experience in training teams on VOIP/Video technology.

** Certifications:-

- ITIL Foundation
- ASM (Agile Scrum Master)
- CCNA (R&S)
- CCNA (Voice)
- Cvoice
- 3107: Avaya Session Border Controller Enterprise Implementation and Maintenance certified

* Won client choice awards seven times in a month
Official customer testimonials " She Is very helpful in problem solving as she has vast knowledge about the product "

* Official Spoc for female employees at Aricent Hyderabad centre.

* Manager testimonials: Shweta joined us very early in the project and has been instrumental in grooming and training not only the Video TAC team, but was also involved in training and mentoring the Avaya Live Video team. She ensures that the tasks assigned to her and the team are delivered with quality and on time. Shweta has a very good team connect and is the goto person for most of the APAC and EMEA team members, she goes out of the way to help and make them learn. She is an excellent dancer and is a keen artist, her energy to conduct various events for the Hyderabad center is well appreciated by all.

Experience

Hindustan Uniliver Limited

2 years 10 months

Manager-Technical Services Integration (Merger & Acquisition)

May 2019 - Present (1 year 4 months)

Bengaluru Area, India

- IT partners with Supply Chain & CD business and provide required functional capabilities for the integration/migration of the IT solutions.
- Interface functional & technical knowledge of IT infrastructure and end user services with existing solutions and support process.
- Define phased plan for end state IT Infra architecture and create end state IT Infrastructure architecture for Supply Chain & CD business of merged entity.
- Project management of IT deliverable across IT services, both local and global and ensure appropriate risks are captured & mitigation plans put in place.
- Manage end-to-end life cycle of IT project across several internal and 3rd party stakeholders to ensure on-time delivery, in budget & with required quality.
- Participate in problem management activities within area of responsibility as required to support Service Line/Operations teams in resolving problems
- Work with business teams to ensure that the benefits of the existing services and new/updated services within area of responsibility are achieved.

Product Manager - Voice, Video, Skype for Business

November 2017 - April 2019 (1 year 6 months)

Bengaluru, Karnataka, India

-Product Manager for Global Video, Voice and Skype for Business infrastructure.

- Skype for Business-managing the infrastructure, updating with new versions. working closely with service management team, on changes and user experience. Preparing activation documents, videos and responsible for maintaining the internal product IT page with latest updates and documents.
- Skype Meeting Broadcast – Successful Testing and end to end Life-cycle management – Roadmap & Strategy, Plan, Use Cases, Demo's , Config changes on portal, SI (Service intro), Security approvals
- Managing Live Events Premier Support for CEO events, which includes a mix of Legacy Video + Broadcasting solutions and integrating internal tools with external event management companies.
- Handling service reviews with vendors for latest updates and ongoing issues.
- Microsoft O365 -video, stream and Teams - Creating activation documents, handling user requests. Integrating other vendor tools with stream and Sharepoint.
- Involved in contract renegotiation of vendors and follow up on invoices.
- Agent upgrade process - Following up with vendor for latest software versions, and getting them pushed on user level via SCCM.
- Broadcasting solution - involved in getting peering technology enabled for lan,wifi,vpn, mobile connection, to save on network bandwidth for broadcasting.

Aricent

Technical Solutions Leader

September 2014 - October 2017 (3 years 2 months)

Hyderabad Area, India

- Identifying, analyzing, and initiating the escalation process based on the escalation criteria.
- Linking the escalation task with incident problem records, identifying suitable service provider contacts, and finding the appropriate customer management services qualified for the task.
- Assembling the escalation management team which includes the incident owner, problem owner, and other professionals in the specified area of expertise.
- Establishing accurate expectations from the escalating procedures, enforcing relief to the customers, and reviewing the situation appraisal formulated by the escalation team for ensuring the consumer satisfaction throughout the escalation process.
- Coordinating with the customers for developing an escalation management plan as per their requirements, adding additional resources for escalation process if required, and developing a detailed technical plan accordingly.

- Updating and maintaining escalation process records at each stage, updating the same in management data, and reviewing and adjusting the escalation process accordingly.
- Informing the customer about the escalation performance metrics, reviewing the root cause of escalation for improving the escalation procedures, and maintaining compliance with the corporate and regional escalation policies.
- Assuring the team's availability if the problem arises during the monitoring period, closing the escalation process once the monitoring period is completed successfully, and ensuring customer satisfaction before closing the escalation.
- Deliver training on voice and video technology, to all the new joiners in Aricent TAC and NOC team.
- Taking interviews for all the VOIP and Video related profiles.
- Providing technical support on escalations
- Continuous auditing and guiding the team to maintain the SLA and KPI
- Generating monthly reports and analyzing. Introduce steps to improve the process and KPI.

HCL Technologies

4 years

Team Lead / Incident Manager- BOA-TP (Cisco RMS)

February 2014 - September 2014 (8 months)

Noida, India

- Administrative management of dedicated service desk engineers for large US based bank in Telepresence technology.
- Led a cross-functional team of engineers to perform root cause investigation and solution development that increased stability of customer-facing IT services.
- Delivered detailed feature roadmaps that included action items and project targets.
- Leveraged in-depth understanding of end-to-end customer experience to identify pain points and needs.
- Collaborated with Operations teams to resolve IT support cases.
- Developed training materials and support documentation for Problem Management process.
- Trained multiple IT teams and external support vendors on Problem Management process.
- Worked as SME on Telepresence endpoints and infrastructure network devices

- Provide technical trainings to team members on Voice/Video Telepresence, tandberg technology.
- Auditing the cases and helping the team to improvise the work quality.

Specialist - Network (Cisco Telepresence, Tandberg, Unified Communication and Collaboration)

October 2010 - January 2014 (3 years 4 months)

Delhi- NCR

Technical Skills:-

- # Video Telephony: Tandberg Endpoints, Jabber, Infrastructure (VCS, MCU, TMS, CUCM).
- # Basic knowledge on CTS Series, CTS 500/1100/3000/3200, CTMS , CTM.
- # Networking : LAN, WLAN, VLAN, VTP
- # Hardware : Modem-DSL/ADSL, Hub, Switch & Routers
- # Protocols : TCP/IP, DHCP, RIP, EIGRP, IGRP, DNS , RTP, H.323, SIP, SCCP, VOIP Familiar with Cisco VoIP platforms, Internet Protocols and Unified Communications Manager
- # Utilities: Microsoft Office (Access, Word, Excel and PowerPoint,).
- # Well versed in Cisco analog and digital Voice over Internet gateways
- # In-depth knowledge of the techniques and procedures of VOIP and voice TDM
- # Skilled in administering and implementing TCP/IP-based services like SMTP and DNS
- # Extensive knowledge of identifying root issues, maintaining Cisco VOIP systems
- # Ability to conduct research to identify and solve issues on VoIP products
- # Basic knowledge of CTM(Cisco Telepresence Manager), CTMS(Cisco Telepresence Multipoint Switch), CUCM (Cisco Unified Call Manager), Exchange.
- # Knowledge on Cisco Tandberg/Telepresence Devices including Endpoints and Infrastructure Devices.
- # Skilled in generating technical concepts, work procedures, and instructions
- # Possess strong communication, logical and problem-solving skills
- # Ability to interact and work with co-workers with high level of efficiency

Primus Telecommunications India Ltd

Engineer Network Operations

August 2009 - October 2010 (1 year 3 months)

Delhi - NCR

Major Responsibilities

- # Working on Veraz Soft Switch
- # Monitoring all the calls originating and terminating from the Soft switch or the Gateway
- # Troubleshooting the issues related to PDD, ASR, ACD, FAS.
- # Remedy trouble ticketing system knowledge
- # Testing test calls. Analyze the SIP Logs and CDR (Call Details Record) to find the fault in A-Z route of different vendors and replace with the best route
- # T1 troubleshooting experience
- # Providing quality support for customers
- # Product research and vendor interaction
- # Operating the Soft switch to maintain Tariffs, Rates Updating, Route Changing as per the following LCR (Least Cost Routing), ASR (Average Success Ratio) and ACD (Average Call Duration) of different Vendors route and as per the problems of the Clients connected to us around the world to our VoIP service
- # Coordinating with International Carrier Termination Vendors to resolve the Voice Quality, echo on the Route, connectivity of the calls and the quality of service towards the destination numbers where the issues arises are to optimize the available bandwidth, control jitter, the ping report to minimize latency and visual trace route to find the fault in particular hops towards SIP proxy server
- # Opening tickets to track and document resolution of problems with our vendors as well as our customers. Monitoring all the calls originating and terminating from the Soft switch or the Gateway
- # Good working Experience and understanding of various Codecs (G.711, G.723, G.729 etc)
- # Generate daily and weekly reports on detailed and destination completion statics and specific external vendor troubles

Education

Dr. A.P.J. Abdul Kalam Technical University
b.Tech, computer science · (2005 - 2009)

Metropolitan School, Gorakhpur
12, Science+Maths · (2000 - 2004)