

# Darshita Pandey

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## Skills, Awards and Certifications

**Data Pipelines and Certifications :** ITIL Certified, ITSM / ITOM Certified, AWS Certified

**Cloud Services:** Amazon Web Services (AWS) - Networking & Content Delivery, Security, Identity & Compliance

**Management Skills:** Problem Solving, Process Improvement, Performance Optimization, Stakeholder Management, Conflict Resolution, Critical Thinking, Communication, Team Player, Bias for Actions, Deliver Results, Team Management

**Languages and Databases:** Python, Java, PHP/PLO, .Net, NodeJS, C/C++, JavaScript, HTML, CSS | **SQL:** MySQL

**Tools:** Power BI (BoAt Tool), Tableau, SAP, BMC Remedy, Cherwell, ServiceNow, Teamcenter, MS Office - Powerpoint, Excel, Suite, Words

**Other Skills :** Agile, Data Analysis, Product Development, Information Security

## Work Experience

### INFOSYS

October 2022 – Present

#### ITIL/ITSM Process & Product Management

Gurugram, India

- Defined and documented clear processes for all IT service activities, resulting in a 15% reduction in service delivery time.
- Streamlined roles within operational processes, yielding a 10% reduction in errors attributable to improved clarity and accountability.
- Reviewed and updated processes continuously to align with business goals, achieving a 10% improvement in customer satisfaction.
- Standardized processes across the organization, promoting efficiency and effectiveness, resulting in a 18% reduction in process variation.
- Identified and defined IT products and services meeting organizational and customer needs, leading to a 6% increase in service quality.
- Collaborated with stakeholders to prioritize product enhancements, resulting in a 9% increase in customer satisfaction scores.

#### SIAM (Change Management)

Gurugram, India

- Utilized Cherwell Service Management platform to streamline service processes, resulting in a 18% reduction in resolution time.
- Developed communication plans and provided training to end users, ensuring a seamless transition during change implementations.
- Demonstrated understanding of change management processes, resulting in a 25% improvement in change implementation success rates.
- Effectively engaged and communicated with various stakeholders, resulting in a 8% increase in stakeholder satisfaction.
- Applied project management methodologies and tools to plan, implement, and monitor changes, resulting in a 16% decrease in delays.
- Proactively drove continuous improvement in change management processes, resulting in a 15% decrease in change-related escalations.

### TATA Consultancy Services

June 2018 – September 2022

#### SIAM (License Management)

Noida, India

- Managed software development life cycle from requirement specification, resulting in a 10% reduction in project completion time.
- Proficient in SDLC requirement gathering, team management, and technical consulting led to a 15% increase in client satisfaction.
- Served as a product analyst in Manufacturing, delivering efficient IT and consultancy, resulting in a 18% increase in client retention.
- Implemented pre-planned strategies for the accomplishment of performance milestones, resulting in a 8% increase in project success rate.
- Quickly grasped new concepts as an enthusiastic learner, resulting in a 20% decrease in onboarding time for new technologies.

#### SIAM (Change Manager)

Noida, India

- Managed and coordinated change control activities across Live, QA, and Test environments, resulting in a 20% decrease in incidents.
- Ensured transparent communication of change status, progress, and issues to support groups, enhancing transparency by 18%.
- Led Change Advisory Boards and Emergency License Advisory Boards, enhancing decision-making by 25%.
- Prepared Change Summary Sheets for RFCs and chaired post-implementation reviews, reducing recurring change failures by 8%.

#### Incident Analyst & CSI Champion (CONTINUOUS SERVICE IMPROVEMENT)

Noida, India

- Assigned Incidents, Service Requests, Changes, and Problems using the team's ITSM tool, reducing resolution time by 35%.
- Initiated Incident Management and monitored Tier 1 workload, resulting in 25% faster resolution and 50% fewer breaches.
- Ensured team adherence to ITIL standards, improving process adherence by 18%, and approved Organizational Acceptance for Knowledge Management, ensuring alignment.
- Updated the Knowledge Base and prepared assessments to improve process knowledge, resulting in a 12% increase in sharing efficiency.
- Served as Admin for PANDA tool and conducted password resets and audits.
- Implemented two Service Desk improvements: Remedy Chat process and automated Chat Bot, increasing customer satisfaction by 35%.

## Education

### Indira Gandhi National University

Noida, Uttar Pradesh, India

Masters' in Psychology

Pursuing

### City Premier College

Nagpur, Maharashtra, India

Bachelors' of Computer Application

GPA: 4.30/5.00

## Achievements

**Team Excellence:** Led a team of 15 at TCS, boosting project efficiency, reducing completion time, and increasing client satisfaction by 60%.

**Leadership & Mentorship:** Awarded Highest Quality Team Leadership with Great Management Skills in 2021, Conducting Innovative Webinars.

**Revenue Enhancement:** Identified revenue opportunities via AWS quantitative analysis, enhanced by new automations for operational efficiency.