MILAN SONI

Sr.No. 27

Email :milan.s@aaravsoftware.com

Contact: 02245137713

PROFESSIONAL EXPERIENCE

➢ Diligent & result-oriented professional, with a comprehensive experience in Information System Management.
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➢ Proven expertise in understanding the Business, Finance and Scope of the company's business while implementing & designing strategic plans for business expansion.
➢ Expertise in handling a wide range of assignments ranging from Business Process Engineering, Market Research, Brand Development, Process, Requirement Mapping, Procedure Development, and Final Project Execution/ Documentation.
➢ Good knowledge and understanding of IT Services industry and terminologies.
➢ Demonstrated abilities in developing information security frameworks, conceptualizing information security policies and ensuring compliance with security standards and procedures.
➢ Experience in IT Service Management/Service Delivery.
➢ Working experience and expertise on working on various ticketing & reporting tools like BMC Remedy IT SET Tool etc.

TECHNICAL SKILL

Operating System	Windows XP, Windows 7, Windows 8 and Windows 10.
Ticketing Tools	BMC Remedy, ITIL, ITSM

WORK EXPERIENCE

Company Name	:	Confidential
Role and Responsibility	:	• Responsible for overall service desk for the assigned production floor. • Documentations in the company's COPC audit • Responsible for closely working with Stakeholders and deliver project tasks/assignments assigned. • Responsible for raising and identifying project related risks & issues. • Responsible for conducting & maintaining a healthy governance support model with the clients. • Responsible for chairing monthly service reviews with the Service Desk representative to focus on improvements to the service and track performance against SLA • Handling 16 Team member and making roster
Company Name		**Tech Mahindra Business Services (On Contract with Fidelis Corporate Solution Pvt Ltd)**
		IT Shift Lead/ Service Desk Supervisor (SDA) – Service Desk/IT • Responsible for overall service desk for the assigned production floor/ facility / Operations by engaging with local infrastructure teams, onshore resources (3 UK, 3 AUS and VHA) and onshore vendors/ managed service providers • Drive closure of user calls that have not been picked up by the Service Desk within the timelines and specifications defined (SLAs). Handle escalations and assign unresolved calls or incidents to appropriate support groups. • Identify/ articulate a clear problem statement of production issues for resolver groups to act/ respond with appropriate priority • Participate in regular discussion forums (scheduled / unscheduled calls) with local & onshore resolver groups to garner appropriate attention on open incidents/ requests.(OM also tweaked) • Responsible for establishing and maintaining service delivery processes. • Responsible for handling accuracy and efficiency of the service delivery teams. • Ensure high C-SAT levels and act as a POC to 2nd Level Escalations. • Point of escalation for process owners / SDMs and stakeholders. • Responsible for providing support to confirm Service Levels are being met across projects. • Maintain a healthy dialogue with various resolver groups viz. local & onshore infrastructure teams for driving through effective resolution with minimum transactions. • Liaise with business lines and functions to build in business criticalities into service prioritization; • Establish & maintain a close working rapport (meet-greet-floor walk on a regular basis) with stakeholders from business operations and thus, be naturally approachable to them for issues requiring attention • Act as a reliable point of contact for the Service Delivery team for issue

- Publish regular communication on incidents to all stakeholders through applicable channels; conduct quality checks on the same.
- Own the 'Service Delivery' life-cycle
- Conduct RCA for critical incidents.
- Ensure adherence of response/ resolution timelines per SLA
- Follow-through & monitor ticket flows for critical & ageing issues
- Conduct quality checks on closed tickets, drive FCR & RCR
- Ensure due escalation to relevant stakeholders, across offshore/ onshore IT/ business clients, as applicable.
- Maintain and responsible for Problem Management activities.

- Ensure Stock availability for daily operations.
- Timely review of work orders, seek approval from stake holders & appropriately publish schedule to the business
- Create a conducive 'team-atmosphere' by applying required rigor & motivation levels.
- Identify training needs for the team.

Company Name		**Tech Mahindra Business Services(On Contract with Orient Technologies Pvt. Ltd**

- **IT Shift Lead/ Service Desk Supervisor(SDA)– Service Desk/IT**
- Regularly validating the accuracy of SLA and KPI reporting.
- Responsible for functioning as a Service lead for interaction/coordination with key stakeholders and resolver groups for swift closures of open issues.
- Responsible for overall sending of daily/weekly/monthly reports/dashboards to stakeholders and senior leadership as per their requirements.
- Responsible for maintaining the Incident/Service request queue and ensuring that every item is updated with relevant updates.
- Responsible for tracking, creating and managing various Change requests, Problem tickets, Incidents and work orders upon critical requirements from the users across sites.
- Acting as a Critical Incident Manager by leading conference calls during outages and maintain a thorough & clear communication throughout the outage.
- Responsible for SR management activities.
- Responsible for implementing Incident tickets as and when required.
- Coordinating with the team members to ensure any major incidents of VIP's are managed professionally.
- Sole responsible that all the Incidents/Service requests achieve all SLA's set by the process with strict adherence to Quality parameters.
- Responsible for conducting performance reviews for the offshore team and passing on the updates to Senior Management whilst taking feedback from the client.
- Ensure that all systems and processes in place ensure effective service delivery.
- Overall responsible for monitoring queues and escalating issues that affect delivery.
- Driving all the high priority to low priority tickets to closures by constant follow-ups with the clients and their respective Service Delivery Manager.(SDM).
- Responsible for sending monthly, quarterly and ad-hoc reports to the relevant stakeholders.
- Responsible for driving high priority Incidents conference calls with high profile clients and support teams for issues which have high visibility for Senior Management for constant resolving of issues.
- Responsible for overall Service Desk Management.
- Managing the Service Level Management and Reporting work request queue.
- SLA Management and working with 3rd Party vendors.

- Implementing Continual Service Improvements in the team

Company Name	Tech Mahindra Business Services (On Contract with Adecco India Pvt. Ltd

Sole owner representing the company in the ITSM reconciliation incidents conference call held between third party vendors and Accenture for critical incidents.

- Responsible for building and maintaining internal and external relationships and services
- Ensure that all systems and processes in place ensure effective service delivery
- Responsible for reporting on process improvements, team performance and agreed service levels
- Responsible for monitoring overall performance of services which includes SLA, Quality Audits, KPI analysis etc.
- Responsible for managing and leading the Critical Requests Status call with Service Delivery Manager, Client Engagement Managers.
- Responsible for performing staff scheduling to ensure Help Desk coverage during normal business hours and on-call support as required during off business hours/weekends.
- Responsible for creation on CR's (Change Requests) on request from users across the globe for any major changes which need to be migrated to production.
- Responsible for managing the Help Desk staff including consultation on performance evaluations, promotions, hiring and disciplinary responsibilities.
- Working as a Service Desk Lead specialist to ensure all the Incidents/ Work orders /Service requests are assigned to the relevant technical teams.
- Responsible for getting the technical support teams for administrative tasks and Incidents/Service requests related to the Desktop, Wide Area Network, Local Area Network and Telephone functions/payroll, site etc.
- Monitoring problem management database and follow up with assigned personnel to ensure timely resolution of problem tickets.
- Responsible for making process notes with simplified steps for creating reports via Report tool to enable new joiners to learn quickly.
- Regularly validating the accuracy of SLA and KPI reporting
- Schedule/Lead Major Incident reviews or works in conjunction with Major Incident review team or members

Company Name		3Global Services (On Contract with Shreeji Computers Pvt. Ltd)

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  - **Project Co-ordinator – Shift Lead -Service Desk/ IT Service Management Practise**
  - Responsible for overall SLA Management/Incidents/Service Requests reports and working with third party vendors.
  - Responsible for overall enhancements/upgrade in the tool in terms of reporting structure and tickets flow
  - Monitoring queue of critical incidents and ensure that the same is responded and resolved within SLA.
  - Maintaining a central source of information enabling Help Desk staff and support technicians to recover outages with minimal disruption to expected service levels
  - Responsible for sending daily./weekly/monthly reports to the clients and Senior Management.
  - Providing trainings/presentations of new business processes transitioned from onshore to the team mates.

- Sole responsible for accurately communicating pertinent information whilst assisting in the development and implementation of quality improvement programs for assigned department(s).
- Responsible for solving critical problems/issues whilst discussing with Senior Management/ADM/SDM etc and makes decisions on a daily basis relative to Help Desk responsibilities.
- Ensures that effective Help Desk representation takes place for the coordination of work processes and projects with other departments and divisions
- Internal & External control of ticket movement and reconciliation of queues between groups and providers.
- Ensure reconciliation of all open and closed tickets between ESD and GSD.
- Aged tickets updating and reconciliation.

- Deftly handling the overall internal system security administration functions for intranet applications.
- Ensure actions to resolve incidents are captured and documented for the Global Service Desk.
- Responsible for providing Reports of critical incidents to senior management and to stakeholders.
- Collecting and collating data and generating periodic reports and carrying out value added analysis of reports to facilitate strategy planning
- Managing various projects using MS Office and various clients applications with thorough understanding of the functionalities.
- Worked on UAT projects for intranet based applications on clients demand to check various functionalities of the system.
- Liaising with clients for quality monitoring for incidents/service requests and other process related issues while managing conference calls pertaining to various issues
- Documentations in the company's COPC audit.
- Creating training backups for new joiners in the projects

PROFESSIONAL QUALIFICATIONS

Bachelor of Arts

DECLARATION:

I hereby declare that all the above information presented is genuine to the best of my knowledge and belief