



# DIVYANSH.

## Associate Manager at HCLTech Lucknow

**Results-driven Associate Manager with a demonstrated ability to lead teams, optimizes processes, and consistently achieve organizational objectives through strategic planning, effective resource management, and a focus on continuous improvement.**

### **CONTACT ME AT**

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- +91 8090821315
- Lucknow, India.

### **Education**

- Completed B.Tech in 2015 (Computer Science) from RRIMT Lucknow Percentage: 74.9%
- Completed Intermediate in 2011 from Bal Vidya Mandir, Lucknow Affiliated :CBSE Board Percentage: 67.4%
- Completed Intermediate in 2009 from Maharaja Agrasen Public School, Lucknow Affiliated :UP Board Percentage: 62.33%

### **Skills**

- Leadership & Team Management
- Strategic Planning & Execution
- Project Management
- Process Optimization
- Budgeting & Resource Allocation
- Performance Analysis & Reporting
- Conflict Resolution
- Data-Driven Decision Making
- Stakeholder Engagement
- Time Management & Prioritization
- Process Improvement
- Risk Management

### **Personal Profile**

- ❖ Results-oriented Associate Manager with 9+ years of experience in team leadership, operational management, and process optimization.
- ❖ Proficient in Software Asset Management (SAM) with hands-on experience in Service Now, streamlining asset tracking and ensuring compliance.
- ❖ Adept at driving cross-functional collaboration, managing projects, and improving operational efficiency.
- ❖ Interprets large sets of data and make actionable recommendations.
- ❖ Known for effective communication, data-driven decision-making and fostering continuous improvement in fast-paced environments.
- ❖ Proven ability to deliver results while maintaining high standards of quality, cost management, and customer satisfaction.
- ❖ Dynamic & self-starter with strong will to win; possess strong interpersonal, communication, analytical & troubleshooting skills.
- ❖ Patient & adjustable with the ability to grasp new concepts quickly and utilize the same in a productive manner, team player with excellent communication & cross-functional coordination skills bringing an innovative approach to obtain the solutions while furthering business objectives.

### **Technical Skills**

- ❖ Software Asset Management (SAM).
- ❖ Basic knowledge of Power BI reporting.
- ❖ Service Now Platform (Incident Management, Reporting, Asset Management)
- ❖ Process Optimization & Automation
- ❖ Vendor Management & Licensing Compliance
- ❖ Financial Management & Budgeting for Software
- ❖ Data Analysis & Reporting (Excel, Power BI, MS Access)
- ❖ Risk Management & Mitigation Strategies
- ❖ Business Process Modeling & Improvement
- ❖ Root Cause Analysis & Problem Solving
- ❖ Stakeholder Communication & Reporting
- ❖ Change Control & Documentation
- ❖ Team Collaboration & Leadership
- ❖ Service Level Agreement (SLA) Management

### **Hands on software for BAU Activities**

- |   |              |                         |
|---|--------------|-------------------------|
| ❖ Service Now                                       | ❖ BMC Remedy | ❖ MS-Project and Visio. |
| ❖ Power BI  | ❖ MS Teams   | ❖ Bigfix Tool           |
| ❖ MS-Office Suite(Word, Excel, Power Point, Access) |              |                         |

### **Recent Achievements**

- ❖ Led a cross-functional team to streamline internal workflows, resulting in a 25% reduction in operational costs and a 15% improvement in project delivery timelines.
- ❖ Mentored a team of 10 associates, facilitating skills development and increasing team performance, which led to a 20% increase in productivity year-over-year.
- ❖ Implemented automated processes in Service Now for incident and change management, reducing resolution time by 20% and increasing service efficiency.

# Work Experience

- **D.O.B-**19th Aug 1993
- **Languages Known-**Hindi, English (Read/ Write/Speak)
- **Marital Status-**Married
- **Home Town:** Lucknow

## HCLTech, Lucknow

- **Latest Designation:** Associate Manager
- **Service Period:** Jan 2020 till Present
- **Responsibility Taken:**
  - To oversee and manage the entire lifecycle of software assets using ServiceNow, ensuring accurate tracking of software procurement, deployment, usage, and disposal.
  - To ensure compliance with software licensing agreements, track usage via ServiceNow and data analysis tools, and conduct regular audits to identify compliance gaps and reduce audit risk.
  - Analyze software usage data through ServiceNow and other analytical tools to optimize software spend, identify unused or underutilized licenses, and recommend cost-saving measures.
  - Utilizes ServiceNow to collect and analyze data related to software usage, contracts, and costs; generate and present detailed reports and dashboards for key stakeholders.
  - Providing actionable insights based on data analysis to optimize software asset utilization, license management, and future software purchasing strategies.
  - Supporting internal and external software audits using ServiceNow for accurate reporting and documentation of software assets, compliance, and usage data.
  - Identifying opportunities to automate SAM processes using ServiceNow to streamline workflows, improve efficiency, and enhance data accuracy.
  - To collaborate with IT, procurement, legal, and finance teams to ensure that software asset management practices are aligned with organizational goals and compliance requirements.
  - To educate internal teams on SAM best practices, software usage compliance, and effective use of ServiceNow in asset management workflows.
  - Using data analysis to forecast future software needs, manage budget planning, and align software procurement with long-term organizational goals

## Incisive InfoTech Pvt. Ltd, Lucknow

- **Last Designation:** Senior Data Analyst
- **Service Period:** Jul 2015 to Dec 2019
- **Responsibility Taken:**
  - Writing SQL scripts for analysis and generating reports
  - Finding Errors in data with the help of SQL queries
  - Developing new queries / Methodologies to recover money for client
  - Advising clients for efficient ways to record transactions
  - Providing input to Lead for Analyst performance reviews and PGPs
  - Writing and presenting all formal client deliverables and reports
  - Developing analytical databases from complex financial source data
  - Doing research on Client SAP for various reasons

**I hereby declare that all the information provided by me in this application is factual and correct to the best of my knowledge**

**Place:**

**Sign:**