



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

- Divyansh_19@yahoo.com
- +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

DIVYANSH.

Associate Manager at HCLTech Lucknow

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.

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

Work Experience

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: