

# NEHA DHIR

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## SUMMARY

- Extensive experience of 11 years in Information Technology, telecom and Quality domain. ITIL Certified professional with excellent knowledge of Incident, Problem, Change, Knowledge Management and Exceptional quality audit skills (BSI certified in Quality Management System). Versed in Service Delivery and Operations Excellence.
- Desire a challenging role in IT Service Delivery to establish and foster a high-Performance customer-oriented culture across IT Infrastructure Operations.

## EXPERIENCE

**01/2015 to 07/2019**

### **IT Specialist**

**Ericsson India Global Services** – India

Responsibilities:

- Defining KPIs, SLAs, OLAs for all services, setting targets levels along with regular SRMs with Regional IT Heads.
- Regular Data Analytics & deriving & driving Service Improvement Plans with Service Ops Managers.
- Bringing in Operational improvement by bringing teams close and work with more synergy, new business cases with such proposals.
- Conducted Incidents audits with Service Improvement plans.
- Worked on latest tools like ITSM, BMC remedy, MS office 365.

**01/2013 to 01/2015**

### **Senior Engineer**

**Ericsson India Global Services** – India

- Senior Engineer- Incident Custodian, Knowledge Manager.
- As Incident custodian (ICT): Ensures that incidents have an identified owner and reach resolution through the Ericsson Incident Management process. Monitor and track an incident through the Ericsson Incident Management process.
- As a Knowledge Manager: Responsible for creating and maintaining the Knowledge management database for the function. My primary goal was to improve efficiency by reducing the need to rediscover knowledge. Also driving unit level KCS program and ensuring the data base quality is up to the mark.
- Conducted quality audits (ISO 9001:2008), IMS (Integrated management system), ISO 14001 (Occupational health and safety).

04/2010 to 01/2013

**Team Leader**

**Ericsson India Global Services** – India

**Worked as a Team leader for Service Desk Team for Incident Management.**

- Managed Incident Management Team to restore the services as quickly as possible by assigning incidents and assisting the engineers during the rotating shifts.
- Provided technical guidance to the team members on meeting the SLAs of the incidents.
- Delivered process reviews and presentations to the leadership
- Conducted the process training for new employees and refresher training for existing employees.

10/2007 to 10/2009

**Service Desk Analyst**

**Wipro Infotech** – India

- Service Desk Analyst (Incident Management): The job responsibilities were included to create incident, update work log, prioritize and categorise the incident.
- Provided first call resolution to the end users.
- Additional responsibility for providing status, managing end users' expectations by meeting customer's SLA.

## CERTIFICATIONS

ITIL V3.

IMS (Integrated Management System) certified from BSI.

ISO 9001:2015 Quality Management System (Risk based thinking) certified from BSI.

Lean six sigmas trained.

Lean and Agile Trained.

## INTERNATIONAL PROJECTS

IT Service Desk Transition from Poland to India in 2010 and Sweden in 2012 for ITIL based projects.

## SKILLS

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|---|---|
| <ul style="list-style-type: none"><li>• Troubleshooting</li><li>• Windows Server</li><li>• Active Directory</li><li>• Operating Systems</li><li>• Windows</li><li>• ITIL</li><li>• XP</li><li>• VPN</li></ul> | <ul style="list-style-type: none"><li>• MS Office 365</li></ul> |
|---|---|

- Hardware
- Security
- IT Service Management
- ISO9001 Quality Auditor
- ITSM/BMC Remedy

## AWARDS

Received Awards for Customer Satisfaction Surveys, SLA achievement for Incident Management, Quality Audits.

## KEYWORDS

ITIL  
Service Delivery  
Information Technology  
Quality Audit  
Service Desk Management  
Incident Management  
Problem Management  
Change Management  
Knowledge Management

## EDUCATION

**2003-2007**

**Bachelor of Science:** Computer Science/Information Technology.

## INTERESTS

Reading, writing, Travelling, Aviation, and Charity works.

## REFERENCES

Available on request.

## LANGUAGES

English, Hindi, Punjabi.