Suganya Srinivasan

Personal details

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Certificates

Certified Scrum Master

Lean Six Sigma Green Belt

ITIL Intermediate - Service Strategy

Skills

Scrum   ●●●●●

Risk Mitigation &   ●●●●●
Management

Critical Thinking   ●●●●●

Problem Solving   ●●●●●

Servant Leadership   ●●●●●

Custom section

Tools and Technologies
- Servicenow
- BMC Remedy
- Fieldglass
- Google Suite
- Peoplesoft
- Active Directory
- Jabber & Skype
- Microsoft Exchange

Profile

Profile

Working as Scrum Master with 8.5 years of overall experience, 5 years of Scrum Master experience. Worked in Automotive and Telecom Industry. Accomplished Servant Leader capable of delivering projects on time and budget by effectively collaborating, facilitating, leading and coaching scrum teams and organisations

Employment

Analyst - PROGRAM & PROJECT   **Aug 2017 - Present**
Management
Verizon Data Services India.Pvt.Ltd, Chennai
Project Management
- ·Implemented and enforced scrum principles and practices facilitated continuous improvement identified and remove team impediments
- ·Supported the Product Owner with documentation of user stories and acceptance criteria
- ·Monitored team backlog daily and ensured it accurately reflects the current state of the project
- ·Facilitated daily scrum, standups and meetings
- ·Working knowledge of Servant Leadership, facilitation, situational awareness, conflict resolution, continual improvement and increasing transparency

Member of Technical Staff Supporting
- ·Verizon Employees globally who has concern with their Domain ID's/Mainframe systems/Production and Non- Production Servers/PC's//Tablets/Phone's etc.
- ·Provided 24/7 Phone & Chat support by Troubleshooting and quickly resolving reported issues which resulted in increased customer service success rates.
- ·Manage ticketing queues in Servicenow by evaluation and prioritization of tickets.

SERVICE DESK ENGINEER   **Mar 2017 - Aug 2017**
Wipro - Quess Corp, Chennai
PROJECT - EA Sports
- ·Maintaining user Accounts & Groups in AD.
- ·User ID creation, providing permission for Exchange, domain, Share drive & Printer access.
- ·Maintaining & providing access to users for different Applications on request basis.
- ·Permission assignments through active directory in domain controllers.
- ·Creating Service Accounts and mailboxes using Exchange management console.
- ·Domain migration and box account creation.
- ·Basic Troubleshooting all windows server / server level virus calls and server backup related calls which have been assigned to the server support team.
- ·Up gradation of IOS and providing support to I Phone users.
- ·Configuring Softphone, deskphone and Skype - Network Voip

End User Support   **Feb 2015 - Aug 2016**

Languages

English	●●●●●
Telugu	●●●●●
Tamil	●●●●●

HCL - Teravault, Chennai

Project - FORD

- ·Responsible to handle the incidents and provide logistics to high priority incidents(Sev-1,2,3)
- ·Initiating Bridge calls during Major incident, drive communication and teams to ensure uptime of Infrastructure within Service Levels
- ·Co-ordinate with multiple teams to get the issue resolved within SLA
- · First point of contact for infra technical teams and performing first level troubleshooting before escalating to Monitoring, Wintel Networking teams.
- ·SCCM Administration
- ·Responsible to verify the critical and major incident are addressed within the SLA and response work on RCA.
- · Installation & configuration of commercial and proprietary application Like Microsoft office, SAP & VPN
- ·Maintain Daily task, Weekly reports (data center reports, access report, KPI report, Volumetric report).

Education

Bachelor of Engineering - Electronics And Communications Engineering   **Present**

Sakthi Mariamman Engineering College, Chennai