RESUME

Sapna Srikant Shinde
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CAREER OBJECTIVE

Intend to build a career with a leading corporate with committed & dedicated people in the challenging world of IT Administrator, IT Service Desk Analyst, IT Team Lead, which will help me to explore my skills and leverage my potential fully.

ORGANIZATIONAL EXPERIENCE

Tech Mahindra Limited
Designation: IT Service Desk Team Lead
Employee ID: SS00853536
Project : SmithsNews
Duration: 2nd May 2022 to 14th June 2023

Responsibilities:

- To manager daily operations of Service desk, managing services desk team, representing the team to other stake holders.
- To ensure helping the team in terms of process and technical guidance.
- Responsible for creating SOP, WI, other supporting documents to lead the way for better incident handling for the team.
- Sound knowledge and experience of supporting range of IT application, platforms, and technologies. (Service Now & JIRA)
- To ensure Incidents are under the SLA limits and agents are responding properly and resolving them on the target dates.
- Fulfilling the CSAT with above customer expectations.
- Got multiple appreciations from customer for providing high quality of customer experience and IT support.
- Handling new user creation/Deletion/Folders access/DL addition & deletion in Active directory

- Hybrid Exchange 2010/Office 365 – User Mailbox, Shared Mailbox, DL Creation, Migration of on prem exchange user to office 365 and provisioning Licenses, MFA rest etc.
- Configuring and troubleshooting VPN Issues, Printer issues, Outlook profile issues, user's desktop/laptop and reporting hardware issues to Infrastructure Team members.
- Agreeing interim or work-around solutions and request customer to perform tests or procedures to help isolate the fault or collect further information about it, ensure customer is kept informed.
- We will perform L1/L2 investigation & troubleshooting from our end and if require we will escalate the cases to L3/onsite team based upon the criticality.
- Took ownership and responsibility for ensuring the incident or fault in completed and closed off correctly. We attend meetings and training's via MS Teams.
  Microsoft 365 admin center, AZURE Active Directory, EXCHANGE Admin Center, Share Point, checking on licenses allocated to user and allocating licenses, processed Migration.
- Communication tools: MS TEAMS, Mitel softphone.
- Remote tools: RDP to VMware's, Team Viewer, SCCM Remote control.

Vistra International Expansion (India) Private Limited

Duration: 14th June 2021to till 4th April 2022
Designation: Systems Engineer
Grade: MANAGER
Employee ID: M-1349

Responsibilities:

- An individual contributor role and do not include any direct line management of IT Support Analysts and need to closely work with global peers on the new IT initiatives, projects and managing the daily operations, etc. Priorities the support for VIP users on need basis.
- Service Desk and support locally/remotely in multiple jurisdictions and time zones.
- Following acquisitions, assist, when necessary, the project team with the integration.
- Encouraging teamwork and assisting to develop fellow team member's skills and knowledge.
- Uphold Vistra's values by promoting a culture of professionalism and teamwork.
- Ensures support tasks, incident, change & problem tickets are recorded in Manage engine system.
- Actively seeks to follow up and close user issues (with or without support of other team members) Continually seek to improve help desk and delivery processes carry's out upgrades on endpoints.
- Deals fairly and efficiently with all user inquiries.
- Ensures starter and leavers process, and other IT audit controls are monitored effectively.
- Schedules & manage outage communication with key stakeholders and business users.
- Work closely with IT Infra team to manages and maintains the existing Windows, Network & Cloud infrastructure.
- Monitor and report on the status of backups according to SOC1/SOC2 compliance.
- Manages time and workload effectively.
- Vendor coordination to address existing IT infrastructure issues and purchase of new IT equipment's & accessories.
- IT Asset & AMC Management

Birlasoft Ltd.
Duration: 11th February 2019 to till 11th June 2021
Designation: Sr. Analyst
Grade : 4B
Project: GES
Employee ID: 00140253

Responsibilities:

- Highly driven Sr Technical Consultant to provide first line support to our GES customers, supporting users & systems. Via Manage Engine CRM, MS TEAMS, Remote Desktop tool such as Bomgar, RDP to Terminal Servers.
- Troubleshooting printer / scanner related issues at user's desktop/laptop and reporting hardware issues to Filed Service Team members.
- Configure printer, Servers / Users / Groups
- Configure appropriate rights and permissions for accessing printers.
- Diagnosing the fault reported, i.e., Active Directory, Configuring Outlook, User profile, providing access to drives, mapping paths, folders & files etc.
- Determining the cause, Security levels, Admin Exchange, o365 and software or hardware issue.
- Assist users in accessing applications based on standard SOPs.
- Agreeing interim or work-around solutions and request customer to perform tests or procedures to help isolate the fault or collect further information about it.
- Ensure customer is kept informed.
- We pass the ticket to level 2 Support Staff for correction of faults.
- Take ownership and responsibility for ensuring the incident or fault in completed and closed off correctly within the SLA in force with the customer concerned. This will include regular communication with the customer and ascertain that the customer is satisfied with the solution.
- Ensuring that the Knowledge Base information is created on ONE NOTE. Remote tool is BOMGAR, MS TEAMS we attend WebEx meetings and trainings.
- Microsoft O365 admin center, AZURE, EXCHANGE. Checking on licenses allocated to user and allocating licenses.

Microlise Telematics Pvt Ltd.
Duration: 18th February 2016 to 24th April 2017.
Designation: Service Desk Analyst Tier 1
Project : Hardware Tracking

Responsibilities:

- Highly driven Service Desk Support Analyst (Tier 1), to provide first line support to our customers, supporting their fleet telematics systems. Via Sales Force & Service Now.

- Diagnosing the fault reported, i.e. a truck or a van not tracking.
- Determining the cause, SIM card, and software or hardware issue.
- Agreeing interim or work-around solutions and request customer to perform tests or procedures to help isolate the fault or collect further information about it.
- Ensure customer is kept informed.
- Liaise with Tier 2 Support Staff for correction of faults.
- Take ownership and responsibility for ensuring the incident or fault in completed and closed off correctly within the SLA in force with the customer concerned. This will include regular communication with the customer and ascertain that the customer is satisfied with the solution.
- Ensuring that the Knowledge Base information is created.
- Undertaking site visits, as required, to assist with operational and system usage familiarization. Taking remote access via remote desktop connection worked on multiple Sql servers/database, VNC, Citrix.
- Clients were TESCO, ASDA, Morrison, H&M, Burlington, Shell, IKEA, TATA Motors, JCB, ZEBRA, DAF, MAN.ETC

Vodafone Shared Services India

Duration: 6th Jan 2012 to till 12 Feb 2016.
Designation: Executive I band.
Project : Retail Business Support (ICO)

Responsibilities:

- Maintaining client database and meeting SLAs in terms of quality and productivity.
- Part of migration team from CRYSTAL v3 to SEIBEL 4.2.1
- Maintained Excel sheet for all the updates that comes in with reference to process changes.
- Customer complaints handling and resolution.
- Sent process updates on a real time basis to the Team members.
- Ensure and exceed client expectations. Managing Client relationship.
- Serving UK based 3G, 4G and mobile broadband customers through voice support.
- I handle OJT team help them with product knowledge, navigation of CRM, adding customer interactions, tagging calls. I create manual roster using excel VLOOKUP, HLOOKUP, Count If formulas, & breaks for the team, manage SLA, KPI, Absenteeism, AHT, FCR, Quality, Locked hours, Intervals, etc.
- Citrix, Crystal, Gemini, Libra, Siebel, SVAP, VLTS, Vampire, CRP, BB Admin Tool, Velti, MNP, EID, VDI technology.

Ventura Outsourcing Experts

Duration: 28th July 2010 to 3rd Jan. 2012
Designation: Sr Customer Service Advisor (L2 Technician)
Project: IYOGI

Responsibilities:

- To provide a support with call to the US, UK, Canada and Australian countries.
- Handle inbound calling, deal with the customers and sale the subscriptions.
- Provide support to all the kind of desktops, laptops, and applications.
- Perform linear and logical troubleshooting steps in order to resolve the issue with Windows XP, Windows Vista and Windows 7 operating system.
- Resolve all the kind of issues regarding windows update, Internet explorer, and user profile. Resolve all the issues occur during installation of software.
- Troubleshoot on the issues regarding to printers and scanners.
- Creating new users and adding into the group using safe mode with command prompt option.
- Managing and maintaining the startups and services.
- Resolve all the browser related issues, browser optimization, managing add-ons etc.
- Create a schedule task as per client requirement to perform disk cleanup, disk defragment, to update antivirus etc.
- Remove the infections and unwanted applications from registry.
- Install and update various types of antiviruses such as Norton, Kaspersky, Webroot, Trend micro, McAfee, etc.
- Installation and configuration of wireless and wired printer.
- Perform various scans like malware bytes, super antispyware, registry fixer etc. to fix the issues caused by virus infections.
- Performed System optimization according to boost the system performance.

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VCustomers Pune
Duration: 16th Oct 2006 to 23rd July of 2010
Designation: Senior Tech-Support Engineer
Project : CISCO CBG Linksys

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Responsibilities:

- Configuration/Re-Configuration of Networking Devices like Cisco Linksys Router, Hubs, Switch, Range Expanders, Access Points, Adaptors, Wireless Cameras etc.
- Setting up Wireless Networks, securing it and providing WEP/WPA keys.
- Forwarding Ports on Routers, worked on Multifunction devices such as Print Servers. •   Product Registration and Installation of the Networking Devices
- Configuration of Wireless and Wired Network Devices.
- Troubleshooting of High-End Products (Entertainment and Storage Network Devices) •   Support Services and Hardware Up selling.
- Remote desktop support through (WebEx & Log Me In Rescue)
- Multimedia product support (Installation / feature support/ compatibility with different gadgets / license key issue)
- Technical assistance on Data storage capability / recovery/ backup
- Premium tech support for out of support / out of warranty / third party products
- Warranty management services
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ASSETS

- Excellent client service skill and problem-solving skills.
- Good analytical and technical skills.
- Excellent communication and interpersonal skills.
- Creativity and ability to implant new innovative ideas.
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EDUCATION & QUALIFICATION

- 1996-1997 Karnataka Secondary Education Examination Board
- 1997-1998 Certificate of Participation in AWARE at Aptech Computer Education
- 1998-1999 Pre-University Education in Commerce
- 1998-1999 Diploma in Print & Video at EDIT Institute 2D Animation
- CCNA: CSCO12342008 and ITILv3 2011 Foundation Certification number GR750188271SS
- 2009-2012 B.COM from CMJ University this is onsite job I need work visa I am ready to relocate.
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ACHIEVEMENTS

- Best Attendance Performer from Ventura Outsourcing Experts
- Excellence Award from Vodafone Shared Services India
- I had been to UK from Microlise for 3 months (EASTWOOD Nottingham) I have visited Manchester, Birmingham, Edinburgh in Scotland, Derby, Derbyshire, London I used to stay at Ilkeston.

PERSONAL PROFILE

Gender	:	Female
Marital Status	:	Married
Hobbies	:	Driving, Internet Surfing, learning new things.
Languages Known	:	English, Kannada, and Hindi
Contact No	:	+91-8788081146
Passport No	:	**V7997784**

DECLARATION

I consider myself familiar with Computer BPO, ITO Aspects. I am also confident of my ability to work in a team.

I hereby declare that the information furnished above is true to the best of my knowledge.

Date   : 22-July-23

Place   : Mumbai   (Sapna S. Shinde)