Layaba Noor Khan – 4 years of Experience

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Summary:

- ➢ Having 4 years of work experience in IT, **Service Delivery Management**, Event **Management (Monitoring), Change Management, Problem Management, Incident Management and Service Readiness.**
- ➢ Possesses Good analytical skills. Excellent communication, Presentation, Organizational and interpersonal skills.
- ➢ Having ability to work within tight deadlines, a self-motivator, Team Player.

Summary of Work Experience:
- ➢ Accenture Technologies – Feb 2022 to Dec 2022.
- ➢ Wipro Technologies - Feb 2019 to Jan 2022.

Experience:

Company: Accenture Technologies
Designation: Problem Manager (SIAM)
As part of IT Service Management team, worked for an Electrical retailer UK client, managing their infrastructure and application related Incidents and
Problem Management data, Change Management and Event Management data with daily responsibilities including-
Configuration Management:

- ➢ Responding to incoming service requests via telephone, email, self-service, instant messaging, and other contact methodologies in a timely manner.
- ➢ Work on metrics/ KPIs to show the support/ process gaps and improvement.
- ➢ Communicating system configuration status to management and Leadership and Teams on regular basis/ per need.
- ➢ Maintaining and enforcing configuration management SOP, policies and procedures.
- ➢ Analyzing the problem and preparing a root cause analysis for the issue with root cause, resolution/workaround, corrective and preventive actions.
- ➢ Performing three step review for the root cause analysis with stakeholders, involved teams, Service Delivery managers and with client.
- ➢ Working on Event and Change management as part of Service delivery management and performing event and incident audits.
- ➢ Hosting and chairing approval and review calls, governance meetings with clients and stakeholders to approve and review Problems and incidents.

- Performing research on the issue and working with technical and non-technical teams to incorporate updates and suggestions on the Analysis.
- Preventing incidents from re-occurring and minimizing the impact of unavoidable incidents.
- Analyzing problems with known errors and identifying possible workarounds and solutions.
- Working closely with reporting team to incorporate changes and updates in Service now modules and dashboards based on client and project requirements. `
- Performing trend analysis for past problem and incident and change data.
- Assisting in change and event audits and communicate audit recommendations to Process lead and Service Owners for the accuracy of the data.
- Oversee system configurations and migrations happening in multiple environments through Change Management process and ensuring updates are reflecting in to the CMDB.
- Working closely with Change, Incident, Problem Management teams, Development, QA and support teams to co ordinate configuration tasks within deadlines.
- Review and implement configuration changes according to business requirements.
- Attend customer meetings, kick-off meetings, configuration meetings, and production meetings as needed.

Change Management:

- Coordinating the stakeholder teams to executes the Change Management process tasks in adherence with global and local requirements.
- Engaging the Change initiators across different stake holding teams and ensuring changes are well organized per the process if the request is drafted.
- KBA's are published to the Change requestors to have guidance on how to submit and perform change management process practices.
- Ensures Change Management reporting (KPIs and customer SLAs) are met per the policies.
- Drives the change team in implementation of standard execution of the Change Management process
- Administrate and manage the post implementation review / audit and analysis and actions assigned for RFCs.
- Reviewing CRs, maintaining the workflow of the CRs and also Engaging CAB workbench for approvals.
- Host SLA Presentations meetings with Clients, which includes creating agendas, meetings of minutes, action items, and follow ups.

- Ensures the implementation of organization policies and standards

Company: Wipro Technologies
Designation: Problem Manager (ITIL)

Managed Wipro's infrastructure and client applications related incidents raised by more than 2000 clients of
Wipro. Job roles and responsibilities included-

> Authoring reports, risk management, root cause analyses, incident prevention and analysis, documenting, presenting, and discussing incident trackers with clients.
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> Attending incident calls and review and Coordinating root cause analysis discussions with teams and stakeholders.

> Performing proactive and reactive analysis and identifying known errors.

> Executing and completing projects within agreed time frames and budgets, achieving KPIs.

> Coordinating with engineering teams to develop and implement innovative technical solutions.

> Collating and organizing data clearly, enabling problem definition and root cause analysis.

Company: Wipro Technologies
Designation: Associate
Worked as an Associate for Client- HP, dealt with customer queries and multi users related issues in a fast-paced environment.

Managed technical, order related, customer queries and solved them to ensure customer satisfaction.

> Educated customers, and shared requested information, links, and knowledge articles, escalated the issues as per requirements, followed up on customer database to ensure the final solution of customer issues and services.

Academic Record/Educational Qualifications:

Academics	Institute/University	Year	CGPA/Percentage
B.A. English (Honors)	Shivaji College, University of Delhi.	2015-18	6.0 CGPA
12th	GGSSS Vijay Park Delhi	2015	89 %
10th	GGSSS Vijay Park Delhi	2013	72 %

Skills:

➢ ITIL Certified, risk management, root cause analysis, ITSM, SIAM, Incident management, Change Management, Event management, Service Readiness, Service Delivery, Reporting Management and quality check.
➢ Microsoft word, Microsoft excels, PowerPoint, Sharepoint.
➢ JIRA, SNOW Tools.
➢ Policy Improvements, Customer Needs Analysis, Business Process Improvements.

Behavioral Skills Summary:

➢ A result oriented, self-motivated and well organized individual having abilities along with motivating individuals and team for success.
➢ Ability to work individually as well as in a team.
➢ Keen learner with constant zest to acquire new skills
➢ Team player with strong analytical and leadership skills.
➢ A very keen listener and always prefer to hearing out and understanding the opposite party could be a client manager, a business user, colleague – before presenting my point of view.
➢ An attitude to try different things at a professional level and to take initiatives outside of work.

Personal Details:

Name	: Layaba Noor Khan
Father's Name	: Mehraj Khan
Date of Birth	: 22-05-1999
Gender	: Female
Nationality	: Indian
Languages Known	: English & Hindi
Permanent Address	: H. No: F 1/19, karawal Nagar, Delhi 94.

Declaration:

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

Place: Delhi, India.