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## **Summary**

Having overall 10.5 years of experience in Project management office, Business Operations, Asset management, Change management.

### **Work Experience:**

IBM PVT Ltd., Bangalore (September 2012 to September 2021)

Kyndryl PVT Ltd, Bangalore (September 2021 to till date)

### **PMO: Project management/Access management**

- Worked with SDM and DPE for project status weekly and monthly reports for resource utilisation.
- Facilitate Project Meetings, maintain MOM & Track progressive actions.
- Team rooms management with necessary project documents.
- Manage Wiki connections for Shared services team and access management.
- Manage various mailboxes associated with UKI & Europe to facilitate claim code alignments and access management.
- Single point of contact for handling Italy Account ID creation, Work Item creation and updating.
- Creation of new claim codes. maintaining a huge number of claim codes and keeping track of them on a regular basis.
- Providing access to the resources by following client guidelines and SLA.
- Closure of claim codes based on the due dates.
- Coordinating with the Project Managers to validate any over clocking done by the resources.
- Coordinating with other teams such as SO and ITD teams for correction of clocking hours after BMS cut-off time.
- Creation of account ID and work items to track the resource claiming hours for particular project billing.

### **PMO: Change management.**

- Creating change requests in Maximo tool for UKI automation team.
- Attending the weekly CAB call for all projects change requests.
- Preparing consolidated report for raised change requests and presenting it to the DPE and project manager.
- Arranging quick calls with project managers if any changes in the request and update the same and arranging follow up calls and meeting with required technical team.
- Follow up with change owners to approve the change request and move the change to

next level.

- Once the change is approved and executed technical team closing the change request.

### **Asset management**

- Asset creation/updation/disposal/change requests in standard tools like Maximo, MLDB which are Operational and Financial book entries for LA region (Brazil).
- Hardware book to book entry validation for Audit purpose.
- Reconciliation of Operation and financial book.
- SME for hardware asset management – Given many Ideas in Innovation process which are selected for automation.
- Managing Backlogs in the process and ensure to close them within SLA.
- Carrying out Testing on Maximo, MLDB and Asset Management console tools, and reporting the errors to streamline the process.
- Anticipating client needs and closing the requests on priority.
- End to End Ownership of the Asset tracking process.
- Assist Project Managers in creation and maintenance of project deliverables and in monitoring, tracking, and reporting project status and prepare reports by collecting, analysing, and summarizing information.
- Preparing showcase data for the management and present it to the management.
- Providing Data and clarifications to the audit team.
- Working with the LA Brazil team – Logistic team for the missing data on the service request and sharing the same to the team.
- Providing ideas for process re-engineering on the duplication of assets.
- Updating data in the Agile tool/JIRA tool and sharing updates to the management.
- Working on Trello boards.
- Have taken Udemy service now IT hardware asset management training.

### **Technical skills tools**

MS office, Maximo, MLDB, COGNOS, QMF, JIRA, CNDB (To create location campus ID, review Dept ID and cost centre) WIRT, Service now

### **Education**

- MBA, from KSOU Mysore University in 2009.
- B.Com. from University of Bangalore, V.V. Puram College, Bangalore. Passed out in 2006.
- Diploma in Commercial Practice (E) from Technical Board Karnataka. Govt. Polytechnic, Soraba. Passed out in 2004.

### **Personal Details**

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| Marital Status  | Married.                |
| Languages known | Kannada, English, Hindi |

