

Aruna Rani

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Profile Summary

An ITIL V4 certified committed & diligent professional over 8 years of experience in IT & Insurance Operations who achieves consistent results and develop strong work relationships.

- ➊ Proficient in ensuring high customer satisfaction by achieving service delivery & producing work with strong interpersonal skills & problem-solving skills
- ➋ Monitoring & assignments, Review of Standard Operations Procedure
- ➌ Service Integration & Management, Document Management, Process Improvement
- ➍ Reporting from various tools & applications
- ➎ Compliance audit and policy review

Technical Skills

- ➊ Proficient in ticketing tool BMC Remedy includes: OPAS V2, OPAS V3, OPAS V2 explorer, OPAS V3 explorer along with Service Now, Dashboards
- ➋ Experience in various Insurance applications Wordsensa QA tool, Credit safe, MIS, Escape portal & Opus, MIS (database)
- ➌ Knowledge of MS office includes MS Word, Excel & PowerPoint and Google Docs
- ➍ MBA in Marketing & Finance from ICFAI National College in the year 2009
- ➎ M.Com/B.Com from Kurkshetra University in the year 2002-2007

Certification:

- ➊ ITIL V4 Foundation



Key Skills

Service Management
(Change, problem, Incident & Availability Management)

Service Integration Management and Process Improvement

Operations Management (IT & Insurance Operations)

IT Service Operations

Project Management & Coordination

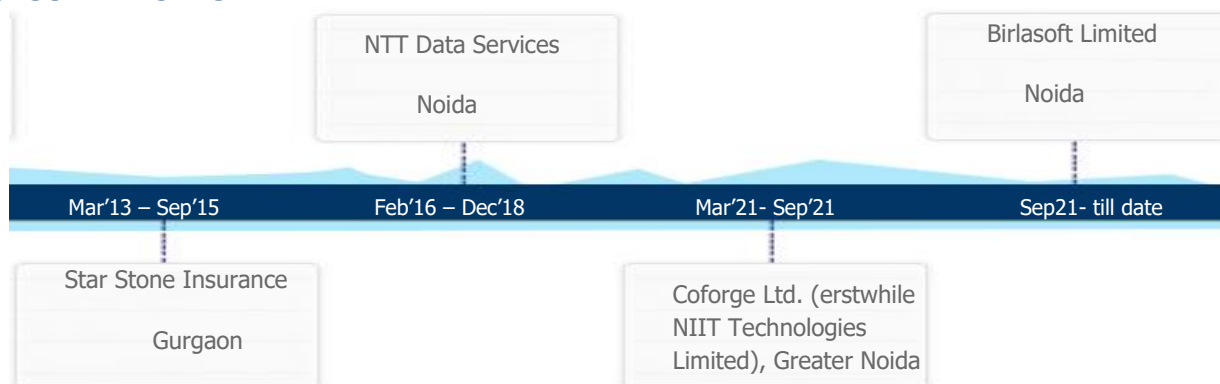
Compliance Operations

Underwriting Insurance

Process Documentation

Education

Career Timeline



Work Experience

Sept'21-till date

Birlasoft Limited, Service Management – Specialist (Holcim)

Noida

Key Result Areas:

- ▶ Working as a Specialist for consulting and implementing of ITIL best practices for the client engagement in manufacturing business
- ▶ Providing end to end support for the incident management, change management, problem management, configuration management
- ▶ Proactively working with the technical team members to understand their problem and helping them out with the resolution
- ▶ Strongly maintaining standard operations procedure and updating as per the updates
- ▶ Executing root cause analysis of on critical issues and developing the resolution plans accordingly
- ▶ Acting as a Maintenance Window coordinator for the Monthly activity and ensuring that all the activities have been performed successfully with 100% deliverance
- ▶ Performing incident analysis and suggesting for the action items
- ▶ Created dashboards with the help of running various queries in SNOW
- ▶ Working with the team to develop problem management and service improvement plans
- ▶ Preparing and chairing the Daily, Weekly and Monthly Operations review meetings with the stakeholders and sending out weekly SLA performance report
- ▶ Chairing the weekly CAB calls with the help of client counter part and ensuring the Change Management process is being adhered to by all suppliers
- ▶ Verifying the priority of the RFC Produces and communicating the Forward Schedule of Changes (FSC) managing high impact issues, concerns that directly affect the Stakeholder
- ▶ Prior to CAB meeting, evaluating RFCs changes for completeness ensuring planning and implementation information is documented e.g. back out plan, test and implementation plan
- ▶ Conducting risk assessment and develop mitigation plans
- ▶ Ensuring team follows the best practices and maintain service level agreement

Mar'21- Sep'21

Coforge Limited, PMO (Kaizen)

Greater Noida

Key Result Areas:

- ▶ Developed the On-boarding & Off-boarding program for the new resources
- ▶ Leading the On-boarding, transition team, and co-ordinating with cross-functional teams
- ▶ Scheduled necessary workshops with the customer SMEs and with the Vendor
- ▶ Populating emails for all the action items of the meeting with their respective action owners and updating into the Governance Diar Logs
- ▶ Tracking and reporting of Projects and Service Management SLAs (Support Incidents, Performance) as per MSA
- ▶ Following-up with technical-writer for the run-book status review, has been done thoroughly
- ▶ Proactively participating in adhoc activities aligned by Service Delivery Manager/Transition Manager

Feb'16- Dec'18

- Co-ordinating the development of the client current mode of operation due diligence includes process, people and technology
- Understanding of all the documents related to project transition i.e RACI Matrix, RFP, SOW, MSA, LOI etc.
- Prepared a handover mechanism of transition elements for Service Delivery Manager
- Resolving cross-program issues and strategic issues with senior stakeholders
- Asset management, procurement & order management
- Diligently updating Risk and Issues tracker, consolidating and sharing with the required stakeholders

NTT Data Services, System Support Analyst

Noida

Key Result Areas:

- Monitored Incidents and managed workload in their respective queues to ensure that Service Level Agreement and Operational Level Agreement are respected
- Following up with technical team for closing the tickets those are going to be SLA breached
- Routing the tickets which are out of scope to Service Desk/Other Teams
- Handling emails of the clients from overseas & providing them relevant answers to their queries
- Building and running macros on remedy tools to generate immediate report
- Formulating daily reports on Incident Aging/Suspend End/Change tickets along with the SLA status of different towers and uploading the same reports on SharePoint site
- Creating monthly productivity reports from various tools i.e OPAS V2 Explorer, OPAS V3 Explorer, Service Now and presented them to tower leaders
- Developed, managed and maintained the major incident process associated procedures
- Proactively maintaining Shift Handover to next Queue Manager
- Keep on discussing with TL/Shift lead for taking action against bounce tickets
- Performing monthly audit checks on the incidents resolved by technical team and creating a report for the same

Mar'13- Sep'15

StarStone Insurance Compliance Analyst

Gurgaon

Key Result Areas:

- Processed submissions, quotes, binders & invoices for US General Property Lines of business considering 100% SLA in terms of turned around time along with accuracy & managed and maintained mailbox folders and MIS database
- Notified Underwriter's problems with policies and request information from the agents
- Proficiently performed all activities of OPUS application i.e., Skeleton creation, data entry, quote taken up, binder processing, premium state split
- Marked queries to the underwriters on missing of any mandatory information/calculation in the policy and handled the queries from overseas centers and sellers pertaining to cancellation & re-insatement
- Covered almost all line of businesses within the organization including Casualty, Property, Specialty, claims regarding their respective requests and queries of their notices received
- Participated in various adhoc tasks assigned by managers and delivered with 100% of precision

Achievements

- ❖ In Q2-2016 (July) honored with BRONZE award for meeting expectations and delivered assigned work before the timeline
- ❖ In Q3-2016 (September), have been recognized for the best individual performance
- ❖ Spotlight award in 2015 for clearing off 400 accounts high volumes in the month of January
- ❖ Within short span of time as per my accountability considered by the peers, I've been chosen for the role of SPOC/Shift Lead
- ❖ Received Spotlight award in 2013 for exceeding the strict timelines and voluntarily participated in adhoc tasks