# **Smruti Dalvi**

IT Operations Team lead.

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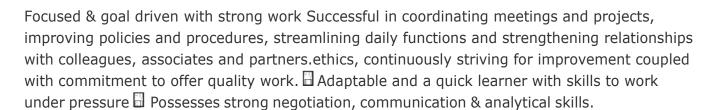
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Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Focused Professional with over 5.5+ years of experience in Banking IT industry. Excellent reputation for resolving problems and improving customer satisfaction.



# **Synopsis**





## **Work History**



### **Video Conferencing Support Engineer.**

Wipro Infotech, Mumbai, Maharashtra

- Video ConferencingTechnical SPOC for HDFC bank's MD, Board of directors & all top management as single point of contact for better control in place.
- Mentoring/sharing knowledge to Local Engineers for installation of VC end points across PAN India branches
- Answering customer telephone calls promptly to avoid on-hold wait times.
- Being a team leader, managing team of engineers who manages entire collaboration domain for client (HDFC bank) which include on-premises collaborative services (Weconnect, Internal VC connections within bank) and cloud based collaborative services (Webex, Blue jeans, Zoom)
- CUCM, troubleshooting, effective utilization & tracking.
- Coordinating with regional local teams for troubleshooting for any issues in VC end points & accordingly coordinating the respective vendors for its repairs/replacement.
- Publishing Weekly dashboards and progress reports of VCs to client's senior management
- Collaborating with customer VC project lead to stay current on inventory to

- maintain accurate records.
- Answering to FM tickets swiftly and closing with proper updates within the timeline.

#### New project assignment during pandemic.

- HDFC bank has moved the collaboration to a new level i.e WEBEX for facilitating 24\*7 Video conferencing from anywhere as per user convenience due to pandemic situation.
- Quantifiable efforts spend on webex assignment before making project Live to end users which includes licenses activation, testing on various end points to check compatibility issues, troubleshooting for any failures.
- Provided guidance & demo webex sessions to all top management thoroughly to understand the technology for better utilization.
- Gained hands-on and in-depth knowledge about webex by testing with various locations (external) to identify what can be the pre-requisites and compatibility issues.
- Participated in trainings organized by Cisco to understand new features to solve recurring issues on webex.
- Started working with infrastructure to understand the flow of VC infrastructure in new project with latest technology.

#### **Achievements during pandemic.**

- Awarded by Senior VP of HDFC bank IT during FY 2020-21 for providing unexceptional VC support single handed.
- Arranged more than 6.2k successful VC connections during last FY 2020-21 without any issues.
- Appreciation from GH secretaries, Bank's legal team, operations & finance teams for assisting them to manage critical VCs smoothly.
- Developed highly empathetic relationship with customers (VIP users, EA's of GH, EA's of VP's) and earned reputation for exceeding service goals.

## Mar 2016 - Project Coordinator

Feb 2019

IDC Technologies, Mumbai, Maharashtra

#### **Projects Works Handled**

HDFC Branch Visits.

#### Works responsibility.

- Leading branch visit project.
- First response to users to avoid SLA bridge.
- Adept in interfacing with clients for understanding their requirements & suggesting the most viable solution and cultivating relations with them for customer retention.
- Gathering / updating data to maintain departmental records and databases.
- Assist to Site In charge / Operation Manager in daily FM operation
- Handling day to day operational as well as management issues/Escalations.
- Handling the Team of 25 Engineers supporting 275 Branches of HDFC Bank within Mumbai and Goa.
- Strictly following the Escalation Matrix defined & Service Level Agreement.
- Ensured that aims, goals and objectives were accomplished for all reporting

- engineers and self.
- Maintaining the call reports such as productivity report, daily call volume with requisites analysis.
- Carry out Branch visits, Chronic visits on bi-monthly basis within TAT.
- Maintaining ZH project of respective Mumbai & goa region.
- Coordinating with central teams for technical issues along with vendor team for third party vendor Escalation.



Mar 2016 - MBA: Operations Management

Mar 2018 Institute of Technology & Management. - Navi Mumbai.

**♦** Mar 2012 - Bachelor of Commerce: Commerce

Mar 2015 SK Somaiya College of Arts Science And Commerce. - Mumbai.

♦ Apr 2011 - High School Diploma

Mar 2012 Cosmos English High School. - Mumbai