

# Smruti Dalvi

IT Operations Team lead.

**Address** Mumbai, Maharashtra, 400078

**Phone** 828 658 7872

**E-mail** Smruti.dalvi777@gmail.com

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

Focused & goal driven with strong work Successful in coordinating meetings and projects, improving policies and procedures, streamlining daily functions and strengthening relationships with colleagues, associates and partners.ethics, continuously striving for improvement coupled with commitment to offer quality work. Adaptable and a quick learner with skills to work under pressure Possesses strong negotiation, communication & analytical skills.



## Work History

### Mar 2019 - **Video Conferencing Support Engineer.**

**Current** *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 -  
Feb 2019

#### **Project Coordinator**

*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.



## Education



**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*