




NAMRATA SAWANT

CONTACT

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OBJECTIVE

I seek challenging opportunities where i can fully use my skills for the success of the organisation

EXPERIENCE

*5 October 2021 - 31
March 2022*

- **Service desk**

Teleperformance, Mumbai

PRIMARY DUTIES AND RESPONSIBILITIES

Working as an IT SeniorExecutive-IT

Teleperformance

10/2021 - Present, Malad, Mumbai

Achievements/Tasks

I monitor the ticketing system for incoming tickets, updates, and closures.

Monitored and responded to customer inquiries via multiple channels, including email, phone and chat.

Skills used Active Directory have basic knowledge for the tool, shared files, ticketing system knowledge, customer service, quick learning and thinking, and any other skill that has to be picked up or used on the fly as needed.

Coordinated with internal teams to ensure customer inquiries

Established and maintained SLA's to ensure customer inquiries

Worked on multiple Incident Management tickets for raising outages.

Evaluate service desk analyst issues and assign corrective actions.

Working with 2nd level to resolve high priority issues in a timely manner for client.

Acted professionally and patiently while addressing negative customer feedbacksupport

*1st April 2022 - On-
Going*

- **Incident Management**

Teleperformance, Mumbai

PURPOSE OF POSITION

Actively manage activities surrounding the resolution of Outage (O1-O7) tickets and issues to ensure minimal production impact.

Responsibilities Undertaken as Tier II - Incident Management Analyst (IT Service Delivery)
(August 16th 2022 till date)

Technical Skills: L1 Networks & Desktop troubleshooting, Analysing the issue cause.

Driving production & non-production Incidents (Zoom/WebEx) troubleshooting bridges & technical probing skills.

Ensuring high quality, consistent technical Customer Support ensuring that these Support Services meet (or exceed) their internally and externally prescribed Service Level Agreements (SLAs)

Maintains Best Practice (ITIL) technology and processes to ensure high customer satisfaction and good technical outcomes.

Function as single points of contact for infrastructure needs of managed services.

Managing around 300 processes over globe & monitors Infrastructure tickets 24x7.

Preparing Weekly & monthly IT downtime reports for all three business units.

Work with Stakeholders, TAM & Service Delivery Managers to plan and deploy with continual improvements to service quality.

Inventory & Vendor management.

Keep track of capacity and security aspects and analyze it in light of the business requirements of customers and proactively ensures scalability and optimal use of existing infrastructure.

Coordinates with Information security teams for necessary approvals.

Engagements of Technical teams for the issue isolation & follow ups for RCAs.

Expert in preparing Interim RCA & 5 Why RCA writing.

DownTime tracker management & send to IT directors..

EDUCATION

2021

- **MCA**
Mumbai University
60.18%

2018

- **BSC IT**
Mumbai
68.37%

2015

- **HSC**
Mumbai University
53.54%

SKILLS

Team working skills Ability to work
under pressure Problem solving

100%

PROJECTS

- **E - Locker**
Graduation final year project
- **Online shopping website**
Masters final year project

LANGUAGES

- English Marathi Hindi

DECLARATION

- I here by declare the above information is true to the best of my knowledge
information is found to be
false or incomplete I will be responsible for it