Syeda ZEHRA ZAHUR

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Looking for a Lead role in ITIL .I have worked in IT (production support for Pega application) for 11 years with 3 years at client location, primarily in the Telecomm domain. I excel at delivering solutions for problems in the IT applications, bettering the overall experience for all users leading to revenue saving.

**Work Experience**

**Infosys Ltd**

**Senior Technology Lead/Functional Analyst India/Belgium (2017-2021)**

* Identified new business opportunities by investigating customer complaints, bringing in 20% revenue via change requests
* Tracked and pushed for prioritization and deployment of high operational impact defects with weekly presentation to Engineering and Operations stakeholders, for reduction of incidents.
* Proposed and designed new workflows to reduce inflow of tickets by 40%, saving resource utilization.
* Streamlined and automated repeatable business tasks, reducing 80 hours/ month of manual work.
* Collaborated with technical teams as a SME to resolve critical production issues mitigating customer impact and loss to business.
* Conducted daily standup and weekly meetings to keep track of targets and ticketing numbers.
* Designed and set up alerts for proactive monitoring for high-risk products, saving the customer a loss of 100k €.
* Managed war rooms for new product launches, for smooth delivery and implementation reducing inflow of tickets.

**Infosys Ltd**

**Technology Lead India (2015-2017)**

* Led a distributed team of 18 members across 3 locations, striking a balance between in-person leadership and technology.
* Involved in selection and training of new resources.
* Authored several knowledge management documents across ordering domain for faster skill upscaling.
* Analyzed data patterns and recognized defects in UAT, ITT proactively, reducing production inflow by 20%.

**Infosys Ltd**

**Technology Lead | Technical Analyst India (2010-2015)**

* Maintained agreed SLA’s, KPI’s and incident backlog along with proposing automations to reduce manual effort in ticketing as part of Incident Management and provided customer satisfaction with smart work.
* Handled VIP tickets and escalations tickets with the stipulated timeframe following the ITIL process.
* Carried out sanity testing and reporting across multiple applications before start of business hours, to maintain stability and prevent impact on production environment.

**Education**

* Bachelor of Engineering (CSE)- Muffakham Jah College of Engineering and Technology **India** (**2006-2010)**

**Skills**

* Soft skills/Management: Project and People Management, Stakeholder Management, Functional Design, Business Process Design and Improvement, Reporting, Data Analysis, Requirement gathering, Strategizing, Problem Management, Change Management, Regression testing, User acceptance Testing, Root Cause Analysis, Automation Workflows
* Software/Languages: Power BI, JIRA, QCT, Confluence, Python Basic, UML, Advanced Excel and Microsoft Management SQL Server, Pega Basic
* Databases: Oracle RDBMS, PL/SQL

**Certifications**

* Professional Scrum Master (PSM-1)