|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Merlin Elizabeth  |  |  | | --- | --- | |  | ChennaiTop of FormBottom of Form  [Graphical user interface, text, application  Description automatically generated](http://www.linkedin.com/in/merlinelizabeth) |     Education    St. Peter's Engineering College  Bachelor of Engineering - BE Computer Science (Jan 2007)    Alpha Matriculation Higher Secondary School  Chennai  High School Computer Science (Jun 2003)    Certifications   * Project Management Essentials Certified (PMEC) - Management & Strategy Institute * Certified Scrum Master - SMC * ITIL Service Operation - AXELOS * PMI Kickoff Agile - Project Management Institute * Lean Six Sigma White Belt Certified (LSSWB) - Management & Strategy Institute * Azure Fundamentals – Microsoft * Microsoft Certified - Azure Virtual Desktop Speciality * IBM Certified Mainframe z/OS Fundamental mastery – IBM * SRE – Site Reliability Engineer – Devops Institute   KEY Skills   * Operations Management * IT Governance * Stakeholder Management * IT Service Management * Service Desk and Command Centre * Event Management * Tools and OEM support * Contract Management * Customer Relationship Management * Service Delivery * Data Center Operations * Project Management     Awards   * **Contextual Master** - Recognized as Contextual Master for deep contextual understanding of the client environment, retail business domain and for implementing multiple cost-saving measures through improvements and transformations through automation/machine first approach. * **Digital Transformation master** - Awarded for bringing about transformation by introducing Chatbot and Self-service integration into ITSM to improve customer productivity, resulting in a saving of £1.2M. * Recognized for ‘**Striving to be the best**’ Award category by client for being a key player in major cutover for Microsoft Teams’ transition from Skype.   Awards…   * **TCS Innovista** for implementation of Integrated Self-Service in end-to-end operations in Retail Domain achieving cost saving through modernization with People/Process Change. * **Best Team Award** for Business Continuity - Seamless transition of Command Centre and Service Desk operations to Virtual Support during pandemic in Mar’20 | |  |  | | --- | --- | |  | Email - **merlinelizabeth@gmail.com** | |  | Mobile - **+91 7338994257** |   professional summary    IT Professional with total of **16 years of experience** as a **Delivery Manager**, **Organizational Change Manager** specializing in managing **IT Service Operations** (Event and Tools Management, Service Desk and Major Incident Management, curating and tracking **SLAs, OLAs** and **KPIs**). Expertise in **Service Management functions** such as Service Operations, Service Design and Service Transition with successful completion of project delivery, driving **automation** and **transformation**, bringing efficiency and cost savings through continuous process improvements in Service Desk, **Command Centre**, **Infrastructure and End User (EUC) Device** and **Access Management**.  work Experience    **Tata Consultancy Services** **– 11 years and 11 months**  **Service Delivery Manager (Since March 2020)**  • Manage and ensure seamless end-to-end operations of **Infrastructure, Service Desk, Service Management, Command Centre, IT Governance and Access Management** for a large UK-based retailer to meet all contractually agreed SLAs. • Bringing about **modernization and transformation** through enabling cloud-based solutions, migrating existing applications to cloud, improving Self-service adoption, machine first delivery and **chatbots solution**.  • Key role in **PI planning**, agree on **OKRs** (Objectives and Key Results) and provide recommendations for Product Backlog prioritization. • Propose methods, technologies, process improvements and training that would improve operations and drive business benefits.  • Provide Project teams with Data analytics as well as to identify opportunities for improvement, drive results through **continuous improvements** • Worked with cross-functional design teams to create software solutions that elevated client experience and significantly improved overall functionality and performance through **automation**.  • Drafting service **budget**, **client obligations**, **contract management**, negotiation with client and third parties for agreeing SLAs and OLAs, design **Target Operating Model** and work on areas of improvement to reduce costs and improve service delivery. • Coordinated among **multiple external stakeholders** to gain consensus on major project milestones and prioritization goals.   * Maintained proper staffing levels to guarantee timely and accurate deliveries and **managing a ops-team of 75+ associates.** * Govern & Track the Customer Feedback through a Customer Satisfaction Survey (CSS) and customer complaints for a set of IT IS Projects.   **IT Service Manager**  Tata Consultancy Services, London. Mar 2017 - Mar 2020   * Manage the production infrastructure, Datacenter, and application environment of the client on major incidents. * Work closely with business service partners and vendors to co-ordinate **production changes**, migrations, and major application **release** activities, **Risk Management**, **Service Continuity**, **Service Level Management**, and conduct **PIRs** (Post Implementation Review), Service Reviews. * Contributor for **Service Design / Introduction** and **Service Transition** for upcoming services to ensure smooth transition and functioning into production support. * Plan, design and implement effective service management processes to ensure **contractual agreements** and **SLAs** are met. Recognizing discrepancies and promptly addressing for resolution, recording any changes through **Change Control Note** for further financial and service obligations to be fulfilled. * Offered friendly and efficient service to customers, handled challenging situations with ease.     **Major Incident Manager**  Tata Consultancy Services, Chennai. Mar 2015 - Mar 2017   * **Manage business-impacting major incidents as escalated by Operations Management team** and ensure complete resolution of the incident by coordinating with multiple support teams, vendors and business stakeholders, Tools, and Command Centre Operations. Manage operations communications by planning and communicating to IT and business stake holders on impact and perform workarounds / alternative during the major incident. Develop remediation plans for potential incidents ahead of time and made appropriate changes during emergencies. * Gathered data from incidents that had been remedied for review and analysis to prevent future events. * Conduct post incident-resolution reviews PIRs with required stakeholders to identify the lessons learnt and ensure that required process is placed to avoid similar issues in future.   **Command Center Operations Lead**  Tata Consultancy Services, Chennai. Mar 2014 - Mar 2015   * Manage a team of 23 members in the command center which is focused on **Event-based monitoring** using multiple monitoring tools. * Played a significant role in stabilizing the team to transform into **Business Aligned Command Centre** to provide best-in-class service. * Monitoring the entire infrastructure, applications and website estate of the client using multiple batch and event monitoring tools such as **Netcool**, ITM, CA Spectrum, CA Solve, **Control-M**. * Oversaw daily operations to ensure high levels of productivity. * Supported key clients in developing standard process for designing system vs impact mapping with appropriate Service and Operational Level Agreements (SLA) and (OLA).     **Mainframe Production Support**  Tata Consultancy Services, Chennai. Jun 2011 - Mar 2014   * L1 support to mainframe batch job transfer using Connect Direct, XCOM, FTP etc. and recover job failures if any. * Tools used: CA7, Connect Direct, Cyclone Axway, Connect Direct NDM, XCOM, Connect Mailbox, MS Office, SQL 2005, ITSM Tool- Remedy, ServiceNow Escalate to the L2 support team as required. Resolved incidents based on **Standard Operating procedures** and escalated problems with knowledgeable support and quality service.     **senior Technical Support Executive**  Cognizant, Chennai. Jun 2010 - May 2011   * **End User B2B Laptop support** for UK based client. * Tracked KPIs and created continuous improvement plans. * Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes based on the top issues being logged by end users.   **Programmer**  Vizual Business Tools Ltd, Chennai. Jun 2007 - May 2010   * Design, develop and implement HR .NET solutions with SQL database backend. * Created business intelligence workflows using the HR.net application and tools, to capture clients' requests data points and metrics. * Designed custom dashboards and reporting interfaces for HR end users. Completed device and component installation, application upgrade and maintenance activities. Log and update code change and bug fixes with deployable .exe file fix. |

.