Curriculum Vitae

# AALIYA

## EmailID:aaliya.shab@gmail.com

## Phone: 91-7760044800

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| **Career Objectives** |

 To pursue a growth-oriented career with a progressive company that provides a scope to apply my knowledge and skills that would help me contribute my best to the organization. A competent, self-motivated, conscientious person and team player with good organizational and planning skills.

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| **Summary** |

* A competent and result-oriented IT/ Software Professional holding B.E in Computer Science Engg., offering 8 years total experience in IT.
* Currently working as Operations manager at Center for Smart Governance.
* Worked for 3 years as Sr. Data Analyst in Proziod Analytics Pty Ltd
* Worked for 3 years as Project coordinator and compliance focal in IBM India Pvt Ltd
* Worked for 2 years as Windows System Administrator in IBM India Pvt Ltd.
* Hands on experience in Change Management, Problem Management, and Incident Management.
* Completed ITIL V3 Foundation training.
* Handling multiple end-to-end transitions of Roll-In requests.
* Successfully completed the transition of Roll-In, Roll-Out from Australia to India.
* Worked as Internal auditor for ISO audits.
* Good exposure to windows 2008,2012, Active Directory
* Exposure to Excel, Bid(Internal Tool), Jira, Zoho ticketing tool.
* Also have exposure to IBM lotus notes, ADE tool, ISM dispatching tool and internal tools.
* Having knowledge about Manual testing, Selenium Automation Testing and basic Java coding.

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| **Work Experience** |

**Center for Smart Governance April 2022- till date**

* Take complete ownership of Application support, O & M of the projects assigned.
* Should support, train, guide and manage the Application support teams deployed at multiple customer locations. Make sure the issues are resolved within defined timelines.
* Attend to customer issues / queries / calls / tickets on priority. Adhere to the SLA.
* Working in Client facing role. Interact and manage with External Stake Holders.
* Interaction with the internal teams of CSG to communicate changes stated by the Client and ensure enhancements are developed and deployed.
* Training customers on the solutions being deployed.
* Get the feedback (Issues, CRs, etc.) from customers and present the same to the management.
* Assist the Business Analyst, Development and Test teams in understanding the issues.
* Interact with Client, PM, Architect, Development Teams and other stake holders for smooth operations.
* Prepare reports and metrics of the operations and present it to management.
* Conduct Requirement Gathering, Gap Analysis, Process Study and Process Re-engineering activities for projects of Government departments / Corporations / Boards as and when directed by Client.
* Support the software development teams with relevant process details, whenever required. Also support during testing and training phases of the project
* Responsible for interacting with the respective departments and getting the process documents approved.

**Proziod Data Analytics Pty Ltd June 2019-Dec 2021**

**Achievements:**

* Received performer of the month award multiple times.
* Received performer of the Year 2021 award.

**Roles and Responsibilities:**

* Working as Senior Data Analyst in handling the utility bills for the business customers.
* Managing inbound and outbound queries of the Onshore team. Managing the Workflow and timely delivery of all tasks.
* Monitor and arrange training for the team to upskill on the process and maintain the quality.
* Building sustainable relationship with team and support on soup calls.
* Responsible for interaction between the line manager and the Onshore team.
* Ensuring that all the KPIs are met in a timely manner.
* Ensuring that personal and team qualitative and quantitative targets are met.
* Responsible for resolving or escalating the issue to the appropriate stakeholders.
* Co-ordinating with the clients and suppliers to ensure the business requirements are met.
* Responsible for notifying the client about the planned and unplanned outages.
* Responsible for process improvement plans and creating process documents.
* Responsible for handling adhoc and complex client and retailer queries.
* Responsible to handling accurate client data on the internal tools.
* Responsible for managing the team between onshore and offshore.
* Responsible for handling the internal reporting and training the team.

**IBM India Pvt Ltd. April 2015 – April2019**

**Project Co-ordinator /Complaince focal**

Responsibilities:

* Worked as dispatcher and team focal for the compliance perspective.
* Coordinating with respective cluster managers and team to clear up the back logs.
* Participation in process improvement plans and creating process documents.
* Actively participated in Audit with respect to Compliance checks.
* Responsible for ensure BAU and RFS teams co-ordination during the change implementation.
* Responsible for raising emergency change when and where required and reaching out respective contacts for approval.
* Checking the health of the server’s with the report provided by Build SME’s, like SHC,IEM, TSCM, Little fix etc.
* To check if all the latest patches are installed on servers. Raising CIRATS for the exception which could not be resolved.
* Server Compliance and health check through service activation/Commissioning.
* Patch management
* Create weekly rollup reporting
* Assist the team with issues encountered. Providing trainings to the team members.
* Represent the team during audits. Preparing Knowledge Management documents.

**IBM India Pvt Ltd. April 2012 – April 2015**

**Windows System Administrator**

Responsibilities:

* Installing, Maintain Configuring DNS, DHCP and Administration Windows 2008,2012 Server.
* Created virtual machines for test environment using VMware
* Worked on troubleshooting tickets, RCAs
* Installing and configuring Windows 2008 & Win 2012 servers.
* Worked on VM server decommissioning.

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| **Technical Skills:** |

* **Tools :** MS Office, Balsamiq, Jira
* **Languages** : SQL.

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| **Educational Qualification** |

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| **QUALIFICATION** | **SCHOOL/COLLEGE** | **BOARD** | **GRADE/PASSING YEAR** |
| **B.E Computer Science** | SJM Institute Of Technology, Chitradurga. | Visvesvaraya  Technological University, Belgaum | **FC (69%)/2011** |
| **PUC(PCMB)** | Sarvodaya Pre university college, Tumkur. | Karnataka PU Board | **FC (62%)/2007** |
| **SSLC** | ST. Annes high school, Kolar. | Karnataka SSLC Board | **FCD (82%)/2005** |

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| **PERSONAL STRENGTHS** |

* Exceptional abilities to identify & resolve issues. Action oriented attitude, Calm, Confident, and Committed.
* Team player with a work ethics, committed to work hard, smarter, and sincerely, able to work independently.
* Received multiple performer of the month award for excellent performance.

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| **Communication Skill** |

ENGLISH, HINDI, KANNADA, URDU

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| **Personal Information** |

NAME **:** AALIYA

FATHER’S NAME **:** ABDUL RAHIMAN

DATE OF BIRTH **:** 27thMarch 1989

MARITAL STATUS **:** Married

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Behind manyatta tech park,

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Yours Sincerely,

(AALIYA)