**Swathi U Shetty**

**Mobile:** 91-9964352416 **EMAIL: shettyswathi02@gmail.com**

**JOB OBJECTIVE**

To pursue a challenging position in infrastructure environment and to be part of a professionally managed organization where my skill, potential and knowledge, both technical and personal could lead to organizational growth as well as my personal effectiveness.

**PROFESSIONAL EXPERIENCE**

Currently Working for **Kyndryl,** **Bangalore** as **Lotus Domino Server Administrator**

.

**PROFILE SUMMARY**

* A competent professional with over 8.6 yrs of experience in Lotus Domino Server Administrator, Server Compliance, Inventory analyst, Project Management, Incident Management, IT Operations Management, Problem Management, Service desk, Escalation Management.
* Around 2 yrs of experience as Lotus Domino Server Administrator. **(Kyndryl)**
* Around 3.6 yrs of experience as Inventory Analyst and Project management. **(IBM India Pvt.Ltd)**
* Around 2 yrs of experience as Incident Management Analyst & Senior Technical Analyst in Telecom Domain. **(IBM India Pvt.Ltd)**
* Around 1 years of experience in Service Delivery Analyst**. (IBM India Pvt.Ltd)**
* Proficient in Team Management, Project Management, Client interaction, Operations Management, Incident, Service Delivery Operations, Knowledge Transfer Planning.
* ITIL V3 foundation certified (Internal IBM)

**ORGANISATIONAL EXPERIENCE**

**CURRENT RESPONSIBILITIES**

***As Lotus Domino Server Administrator***

* Involved in Project Related Responsibilities for GNA [Global Notes Architecture] which includes Planning, Monitoring, Estimation, Team Co-Ordination, Change Management and Customer Management.
* Design upgrades and performing partial backup and full backup on user’s request.
* Reconciliation of application owner, applications, database records for user based charging.
* Migrating servers from Onprime to Cloud.
* Installing fix pack for Domino servers
* Monitoring Server (Performance, Space, lotus Domino and Lotus File Systems)
* Monitoring and Maintenance of Lotus Domino servers
* ACL modifications & setup of access rights
* Scheduled archiving and fixing up of user Database
* Creating new Database and replica’s
* setting up replica’s of a database across servers
* Knowledge of Domino Server Installation, Monitoring, Capacity Management
* Scheduling & Implementing Server Changes
* Installing fix pack for Domino servers
* Offline maintenance tasks on server databases
* Lotus Domino upgradations both point & version upgrade
* Replication and Mail Routing issues
* Quota management, ACL Requests, Mail Database Corruption Problems
* Creation/Amendment/Deletion of Distribution Lists/groups.
* Migrating Databases across regions.

**PAST RESPONSIBILITY**

***A*s Inventory Management Analyst**

* Doing weekly reconciliation to validated the inventory data between MAD, CCMDB & GACDW finding the discrepancies and non-compliant servers in the IGA Inventory.
* Checking all the servers that are registered in MAD are validated once in 365 Days. Validating if all the Mandatory attributes are updated in CCMDB and are compliant.
* Validating if there is any FQHN Mismatch in any upstream system. Validating if the server status are correct.
* Validating if all the servers are updated and in sync in the upstream systems.
* Validating if the Server system property has been changed intentionally or accidentally by the server owners.
* If there is any discrepancies constantly contacted the owner of the tool either by call, chat or email to have the issue resolved in timely manner and reduce the number of discrepancies in system and keep the inventory metrics low.
* Preparing power point presentation for team monthly meeting and present the data for reconciliation. Did data analysis of repeated errors from upstream systems to inventory databases, worked with development teams to fix them permanently so that repetitive errors have reduced drastically
* Validate the SQUAD level CEP with the Master inventory to find gaps as part of extra responsibility in the new SQUAD model of inventory. Identify different areas of improvement for the SQUADS to have an server inventory in place for the new Model.

***A*s Project Management Analyst**

* Assisting with project setup from a project planning, resource planning and time tracking perspective
* Establishing and maintaining project governance
* Creating and maintaining project initiation documents to ensure appropriate project setup.
* Supporting the Project/Programme Manager in all aspects of tracking and management
* Defining and collecting project metrics including cost, time, quality, and risk
* Scheduling and attending project meetings and documenting meeting minutes and action items
* Managing the issues list to ensure issues are documented and actioned as appropriate
* Effectively communicating with key project stakeholders on project progress
* Taking responsibility for quality assurance within the program by overseeing that Project Services methodologies, standards and procedures are being implemented regionally
* Establishing credibility with all levels of IT management Requirements
* Strong Word, PowerPoint and Excel skills

***A*s Incident Management Analyst & Senior Technical Analyst in Telecom Domain**

* Manage and coordinate and addressing high priority infrastructure incidents which requires internal and external support for resolution.
* Working with support teams across multiple business units & performing outage accounting functions for multiple service lines
* Work on coordinating incident resolution or work around at the earliest to minimize the service disruption.
* Analyze and evaluate the impact of the incident with the client and/or support teams
* Initiate and co-ordinate Conference Bridge calls with various support groups and clients
* Ensure that the correct support team is assigned to and working on the resolution of the incident
* Initiate technical escalations when required.
* Responsible for all written and verbal communication regarding the status of those incidents.
* Facilitate, manage, and oversee the timely resolution of Incidents impacting Operations and Systems
* Deliver timely, informative, and accurate communications across organization
* Ensure that issues are quickly diagnosed, resolved, and proper root cause analysis is assigned, performed, and actions implemented so issues will not reoccur
* Proactively identify incident trends and potential problems to prevent incidents from occurring and to minimize the impact of incidents that cannot be prevented

**As Service Delivery Analyst**

* Managing day-to-day service delivery activities and ensuring the service is provided as agreed
* Acting as a first point of contact for escalations & Handle escalation and ensure it is resolved amicably
* Reviewing and weekly tracking of SLA adherence to all the incidents and requests and analyzing the reasons behind the SLA Breach
* Recording and tracking the incidents on daily basis and updating the concerned teams.
* Attending weekly calls with clients and providing the updates of operational activities and addressing concerns if any
* Managing SIP's to improve efficiencies in process and technical activities
* Organizing training workshops to improve the performance of the members
* Provide reports on SLA, history tracking, EUS Data and any other Adhoc reports required by the management
* Training new joinees

**EDUCATION**

* B.E under VTU , Belgaum in the year of 2012 securing 75%
* 12th from St Aloysius PU College in the year 2008.
* 10th from Ladyhill English High School ,in the year 2006

|  |  |
| --- | --- |
| **PERSONAL DETAILS**  Name : Swathi U Shetty  Date of Birth : 2nd Feb ,1990  Nationality : Indian  Phone Number : 9964352416  **Declaration :** |  |
| I hereby declare that the particulars mentioned in the resume are best of my knowledge and belief.  Date:  **Place: Bangalore** **(Swathi Shetty)** |  |
|  |  |