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|  |  | **Samreen fatima**  Designation: Service Segment Manager |
| Contact PHONE:  7829444378 / 7406399638  EMAIL:  samreen.luck@gmail.com QualificationMCA: NMIT College Bangalore, Karnataka, India 2007-2010 BCA: Integral University (IU), Lucknow, India 2007-2010 Hobbies Cooking  Gardening  Creating Vlog  **Skill**  ITIL  Oracle Right Now Cloud Computing  Incident management  Problem management  change management  SQL  Training on SALESFORCE  MS office  GOOGLE DOCS  Knowledge of Python Script  Knowledge on Server (Patching/updating)  Python Script Basics  **Achievements**   * Received the Manager Choice Award. * Also Received the client best performance award * Trained the team on different HP tools and Security Health Check process. * I was awarded as Employee of the Month award for Most Promising Individual Contributor. * I was also awarded as the TOP Performer for the month.  FREELANCING PROJECT:Web Designer Website Link: https://qaintercollege.org/ A diligent, skilled Freelance Web Developer with 6 months of experience with goals to collaborate with other creative individuals to produce web applications using the latest Created software technologies.  , designed, and implemented an educational website that is utilized by teachers, parents, and specialists across the nation and supports many education programs. |  | Profile  * A Technocrat with 6+ years of experience in the areas of Service Management, Incident management, problem management and change management, Risk Assessment, Patch Management and Quality Checks. * I had been working on projects with reputable clients for Maintenance and Production Support.   Incident, Problem, Change Management: Oracle Right Now (Ticketing Tool).   * Health Check: Tivoli Endpoint Manager * Having good hands-on experience on Maintenance support. * Excellent Communication skills and ability to interact with extended teams spread across the globe. * Ability and willingness to get in-depth understanding of existing products and apply that knowledge to develop new products and to deliver enhancements/fixes for customer requirements.  WORK EXPERIENCEHewlett Packard Enterprise (HPE): Service Segment ManagerAug 2016 to Oct-2018 **Job Description**: Working with Global Customer Access Team as Technical Solutions Consultant and service segment manager for the client’s name 3PAR Storage Service.  Leads and develops product support or solution(s) planning over entire lifecycle, including conformance to pricing strategies, end-to-end service delivery and sales readiness and associated processes.  **Responsibilities:**   * Work on Sales Force (SFDC), ES Web Client, Part Surfer, HPE Matrix, MS outlook and update details as per process. * To be first point of contact to customers and provide support accordingly and advise users in response to identified issues. * Email, case logging and drive monitoring for APJ, EMEA, AMS regions electronically to determine and document problems experienced. * Provide L0 support for incoming queries and issues related to servers, storages and Networking devices. Log cases using ticketing tools and consult user guide, technical manuals and other documents research and implement solutions. * Client Name:   -Cerner: Worked for Cerner for 3par storage upgradation  server and the patches upgrade  -Oracle: For 3Par upgradation  -DXC: Partner and Client for 3 par upgradations Sendmygift.com: L2 Application Support EngineerOct 2015 to Jan 2016 **Job Description:** I was working as a application consultant for sendmygift.com’s seller, handling all the technical queries of the seller from the backend by using MYSQL workbench, putty and the postman, rest client script, working on tickets raised by the seller on the application called RightNow,  **Responsibilities:**   * Handling Application Deployment activities. * Handling promotion and the advertisement tab on the seller portal, fixing technical issue of the seller by using tool such as workbench, MS SQL database, postman, putty, excel. * Fixing technical issue on mail, call and the team viewer session meetings with the seller on daily basis. * Sending reports on daily basis to the manager using google docs and the excel. * Updating the daily L2 Tech tracker by using google docs.  Flipkart Internet Private LTD: Production Support EngineerAug 2014 to Jun 2015 **Job Description:** I was working as an application consultant for FLIPKART’S seller, handling all the technical queries of the seller from the backend by using MYSQL workbench, putty and the postman, rest client script, working on tickets raised by the seller on the application called RightNow,  We will call the seller and try to fix the issue on call, will mail the seller after fixing the issue and informed the seller on call about the issue once it will get fix permanently.  **Responsibilities:**   * Handling Application Deployment activities. * Sending reports on daily basis to the manager using google docs and the excel. * Updating the daily L2 Tech tracker by using google docs. * Creating and processing tickets on Oracle RightNow application for the seller issues & fixes the issue permanently for sellers * Processing seller’s tickets using different tools.    IGATE Global Solution: AssociateDec 2012 to Jun 2014 **Job Description:**   * Analysis on customer’s address. * , HBC (home Branch Change), RTAM (Responsibility transit Change), address modification etc. * Effective verbal/written skills to communicate with premier partners, vendors, service operations center and various Microsoft groups via electronic correspondence or telephone. * Monitoring SLA (Service Level Agreement) for the clients and driving Incidents to resolutions on technical bridge meetings.     **Fidelity Investments: Define Benefit Associate** Feb 2011 to May 2012 **Job Description:** Analysis on client’s profile   * Accurately determine the priority of incoming issues and treat accordingly. * Provide input throughout on-boarding process for new tools, premier partners, processes and businesses. * Monitoring SLA (Service Level Agreement) for the clients and driving Incidents to resolutions on technical bridge meetings. |