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mayuri patil (BE in IT from University of PUen)

PROFILE:

* I am an experienced, confident, and enthusiastic BE in IT Engineer graduate with an extensive experience in Incident, Problem & Change Management processes under ITIL framework.
* I have been entrusted with IT teams throughout complex support and maintenance - day to day activities, frequently employing ITIL techniques to improve Incident, Change and Problem management processes with an aim to maximize business results.
* I could develop strong working relationships, both with internal and external organizations and internal stakeholders.
* With 7.5 years of experience, I am now looking for a new opportunity and position in IT.

PROFESSIONAL EXPERIENCE:

I have a career gap of 4 years due to my health issues for which Doctors have advised enough rest unless health conditions get stable during pregnancy and post of delivery when I was in Dubai.

* T-Systems ICT India Pvt. Ltd. As IT Command Center Operations Engineer L1.5- May 2022 till the date.
* Tech Mahindra as IT Service Desk Engineer - August 2021 to May 2022.
* Future Tele Radiology Solutions as IT Operations Engineer - September 2020 to August 2021
* ISON Technologies as IT Operations Engineer - October 2015 to October 2016 Dubai, UAE.
* Systems Plus as Associate Consultant P1 - October 2013 to Apr 2015 Pune, India.
* Mphasis An HP Company as Associate Infrastructure Engineer - September 2012 to May 2013 Pune, India
* V Customer Services (Videocon Ltd.) as IT Customer Support Executive -Jan 2010 to June 2011 Pune, India.

**AXELOSITIL** v3 FOUNDATION Certified



**IT SKILLS, Tools and TECHNOLOGIES Awareness:**

* ITIL Process Management, ITSM, ISO20000, ISO 27001, PMP & SIX SIGMA,SDLC, IT Audit process, IT Infrastructure Monitoring, RIM, IT Policies, Change Management, Incident Management, Event Management, Risk Management, ITIL, creating test cases and manual testing of smart devices.
* CONTROL M Job Monitoring and working on job related instructions.
* Manage Engine Plus, SNOW, Everest OBM, NNMI and Nagios alert monitoring tools.
* NETWORKSYSTEMS**:** Active Directory, Exchange 2010, Windows Server OS
* OPERATINGSYSTEMS**:** Linux/Unix, MS-DOS, Windows 7x, Windows 8, Windows 9x, Windows 10, Windows 2008 Server

Technical Delivery:

* Sound knowledge of Service Now ticketing tool and Active Directory management, Domain id creation, deletion, and modification in access.
* Creation of individual exchange mail id and distribution list.
* Resolving user’s issues via remote desktop tools.
* Remote installation and un-installation of license software’s.
* Configuration and troubleshooting MS outlook, Desktop and Printer issues.
* Maintaining global asset inventory information.
* Managing CISCO WebEx tool for meetings.

Achievements:

* RNR award receiver for performance in 2023 in T- Systems Ltd.
* Rewarded as a Star Performer for the month of MAY 2014 by SYSTEMS PLUS.
* Rewarded as a productive and flexible employee within Team.
* Nominated for the Designation of Team Leader.
* Attended certified one day workshop by MITCON on Entrepreneurship.
* Certified INFOSYS Campus Connect Program with grade A.
* Was working as a secretariat for NSUI at College Level.

EXPERIENCE SUMMARY:

**T-Systems ICT India Pvt. Ltd. Pune India.**

**Role: IT Consultant L1, Command Center Operations.**

**Project: AVNET and UKNO**

**Job Description:**

* Alerts and incidents monitoring for more than 8 clients and customers through monitoring tools like SNOW, Everest OBM, NNMI.
* Catch and dispatch the network and server incidents to the respective team and if it is P1 – P2 issues call out and notify via email to the respective technical support team.
* Escalate the Network and server incidents to the respective technical Teams and Vendors like ATT, Ecotel, Tata Telecom, Airtel, China Unicom, Verizon etc.
* Following up with Network Service vendors to receive RCA for any P1/P2 escalated issues and work closely with them on call or email to resolve the issue on priority basis.
* Working on COMTROL M job requests received from Infosys SAP BASIS Team like Hold, Kill, force okay, QR setting, Run in specific time intervals
* Created Routine Change for RFC requests received through email for globally located sites and servers.
* Creating MM in Thousand Eyes and SNOW for requested maintenance or release deployment activity.
* Working on various project like DELAVAL certificate installation, renewal management.
* Escalate the Network and server incidents to the respective technical Teams and Vendors like ATT, Ecotel, Cirion, Tata Telecom, Airtel, China Unicom, Verizon etc.
* Working on COMTROL M job requests received from Infosys Team like Hold, Kill, force okay, QR setting, Run the specific job in specific time intervals.
* Logging calls through SNOW (Service Now) and responding to calls and e-mails from customers and support teams at various locations and escalate to higher levels.

**Elitser Technologies LLC - *Deployed at* Tech Mahindra: Pune, India.**

**Role: IT Service Desk engineer**

**Project: Majid Al Futtaim, Dubai, United Arab Emirates**

**Job Description:**

* Logging calls through SNOW (Service Now) and responding to calls and e-mails from customers and support teams at various locations and escalate to higher levels.
* Responsible for Incident management process by providing L1 support then categorizing and assigning to appropriate team.
* IT Service Delivery as per ITIL Framework & SLA Matrix.
* To troubleshoot POS AX machines/tablets, Desktop, Printer, Outlook issues by providing L1 support and administration of service desk application from second line fix to third line fix.
* Remote software installation and first level support.
* Adding users to security awareness training from Litmus Portal. SOP creation and management via One Drive, Working on DocuSign for on boarding requests.
* Complete life cycle management of service desk application (SNOW)
* Sending Incident management notification globally for major/minor outages.
* Take the proper follow ups of the ongoing issues faced majorly by users and understand the challenges appearing while resolving them along with planning and taking actions to resolve them to complete timeline.
* Responsible for tickets and operations management.
* Tracking of major/minor outages and sending daily/weekly and monthly uptime reports.
* Sending daily health check reports and Dashboard to higher Management and Client.
* Built a teamwork environment that encourages hard work and collaboration.
* Active Directory & Email Administration through AD Manager Plus Application. Creating new users and their email addresses, Access permissions in large IT infra.
* Escalate to customers & higher management levels in a timely manner and within the SLA.
* Coordinating globally with users and onsite teams.
* Prepared and maintained documentation of technologies, standards, and procedures.
* Dealing with customer enquiries face to face, via e-mail and over the telephone.
* Using and updating knowledge about product and services improve customer satisfaction.

**Role: Software Support Engineer - IT Operations Engineer (Freelancer)**

**Project: Software Support for Medsynaptic, Bronoplus & Kins Cloud PACS Vendors**

**Job Description:**

* Responding to calls and e-mails from customers and support teams at various locations and escalate to higher levels.
* To install and establish connectivity of DICOM & PACS (software) on client’s remote system.
* Coordinating with external vendors or client’s modality engineers to get DICOM node created on client’s system.
* Creating and mapping of the client’s sites in DICOM Database.
* Modification of center modalities in database.
* Responsible for Incident management process by providing L1 support then categorizing and assigning to appropriate team.
* To troubleshooting CLOUD PACS issues at level 1 and depending on severity assigning to respective Technical Support Teams and administration of PACS software from second line fix to third line fix.
* Monitoring Cloud PACS & application performance.
* Acting as Incident Manager and liaising with the global teams.
* Sending Incident management notification globally for major/minor outages.
* Managing and escalating issues to software Vendors Medsynaptic, Bronoplus and KINS Cloud Solutions
* Take the proper follow ups of the ongoing issues of clients and understand the challenges appearing while working on them along with planning and taking actions to resolve them to complete timeline.
* Responsible for tickets and operations management.
* Built a teamwork environment that encourages hard work and collaboration.
* Escalate to Vendors & higher management levels in a timely manner and within the SLA.
* Coordinating globally with customers and offsite teams for any incidents and reports related issue along with escalation management.
* Dealing with customer enquiries face to face, via e-mail and over the telephone.
* Using and updating knowledge about product and services improve customer satisfaction.

**ISON Technologies: Etisalat Telecom, Dubai (Headquarters), UAE**

**Role: IT Operations Engineer -L1 Application Support**

**Project: Etisalat Telecom E2E Support**

**Job Description:**

* Logging calls through Manage Engine and responding to tickets, calls and e-mails from customers and support teams at various locations and escalate to higher levels.
* Responsible for Incident management process by providing L1 support. Incident categorization and assigning to appropriate team, taking follow up and resolving them within SLA.
* IT Service Delivery as per ITIL Framework & SLA Matrix.
* Participating in weekly change advisory board meeting (CAB) Work with Client Technical Change Requests (CR), administrating CR and update the client with the results and outputs, Documentation skill.
* User management line creation, deletion along with updating their roles as per Management request.
* Responsible for upgrading firmware for E2E Taztag Devices and testing new generation’s devices, firmware to make sure it is working fine for devices versions.
* Writing manual test cases and UAT testing.
* Create and maintain test cases for the client and internal projects.
* Read all the documents and understand what needs to be tested.
* Execute all the test case and report defects, define severity and priority for each defect.
* Carry out regression testing every time when changes are made to the code to fix defects.
* Work closely with Developer and Test Manager to complete the test execution within the schedule.
* Translate use case and test case documents into automated test cases. Fix or adapt the test cases if deemed necessary.
* Perform business as usual operations such as reporting bugs/problems that are discovered as part of the testing.
* Innovate and maintain the existing test frameworks.
* Collaborating on quality assurance within a team.
* Perform manual testing of E2E devices and provide analysis on upgraded software of devices to client.
* To troubleshoot UNICAP applications issues via Remote access (Mobicontrol Application).
* Generating activation issue logs on Secure CRT (Linux Environment).
* Complete life cycle management of service desk application (Manage Engine Plus)
* Coordinating with Vendors/ Development Team like Intense and escalating the issues as per escalation matrix.
* Take the proper follow ups of the ongoing project and understand the challenges appearing while working on them along with planning and taking actions to resolve them to complete timeline.
* Coordinate with Vendors involved in Device Replacement issues.
* Monthly business review with client and service delivery manager.
* Tracking of major/minor outages and sending daily/weekly and monthly uptime reports.
* Sending daily reports to higher Management and Client Mangers.
* Built a teamwork environment that encourages hard work and collaboration.
* Prepared and maintained documentation of technologies, standards, and procedures.
* Using and updating knowledge about product and services improve customer satisfaction.

**Systems Plus Solutions: Pune, India.**

**Role: Associate Consultant P1 - IT Service Desk Administrator**

**Project: Achilles Group Limited-UK-Abingdon**

**Job Description:**

* Logging calls through Manage Engine and responding to calls and e-mails from customers and support teams at various locations and escalate to higher levels.
* Responsible for Incident management process by providing L1 support then categorizing and assigning to appropriate team.
* IT Service Delivery as per ITIL Framework & SLA Matrix.
* Responsible for a Backup Team Lead.
* To troubleshoot Desktop, Printer, Outlook issues, L1 support and administration of service desk application from second line fix to third line fix.
* Monitoring and optimizing network, desktop, and application performance.
* Complete life cycle management of service desk application (Manage Engine Plus)
* Monitoring, tracking, and reporting host and related services through NAGIOS application and reporting to the concern team for any outages.
* Acting as Incident Manager and liaising with the global teams.
* Sending Incident management notification globally for major/minor outages.
* Management of Vendors like Telstra, Global Crossing, SAVVIS and SOFTCAT.
* Take the proper follow ups of the ongoing project and understand the challenges appearing while working on them along with planning and taking actions to resolve them to complete timeline.
* Update the Project Progress status weekly in reports.
* Monthly business review with client and service delivery manager.
* Tracking of major/minor outages and sending daily/weekly and monthly uptime reports.
* Sending daily reports and Dashboard to higher Management and Client.
* Built a teamwork environment that encourages hard work and collaboration.
* Escalate to customers & higher management levels in a timely manner and within the SLA.
* Participating in weekly change advisory board meeting (CAB) Work with Client Technical Change Requests (CR), administrating CR and update the client with the results and outputs, Documentation skill.
* Coordinating globally with customers and onsite teams.
* Implemented security policy and virus protection.
* Prepare and maintain documentation of technologies, standards, and procedures.
* Dealing with customer enquiries face to face, via e-mail and over the telephone.
* Using and updating knowledge about product and services improve customer satisfaction.

**Mphasis (HP Company): Pune, India.**

# **Role: Assistant Infrastructure Engineer - Service Desk Level 1 Support**

**Project: Royal Bank of Scotland.**

**Job Description:**

* Managing Core Banking Application Servers incidents of Royal Bank of Scotland
* Monitoring of incident queues and providing L1 level troubleshooting.
* Assigning incidents to appropriate teams in different domains.
* Performing Daily Health Checks for all the critical application servers before beginning of the day.
* Active Directory management, Domain id creation, deletion, and modification in access
* Creation of individual exchange mail id and distribution list.
* Providing Tier 1 Support for Servers along with their services and Applications on call 24x7.
* Processes are purely based on ITIL Standards.
* Monitoring the entire Servers in Service Manager 9 Incident tool.
* Managing OS and hardware issues and escalating it to Tier 2 Server Management Team in UK.
* Generating reports of incidents resolution rate, maintaining documents, and updating it on timely basis for Audit Purpose.
* Managing and monitoring HP Open view Service Centre 6.0 for Incident Management.
* Managing Change Coordinator role for Production Changes scheduled for weekends and sometime during weekdays.
* Aligning resources for the changes scheduled for weekend and extra resource as per the requirement. For the same changes updating RCA Tool with proper 4 Eye Checks.
* Problem Management Role and Updating RCA for Problem, recurring incidents and for the issues not having root cause.
* Performing and updating Root Cause Analysis report for Problem Management team and also coordinating with Vendor for analysis and RCA.

**V Customer Service: Pune, India.**

**Role: IT Customer Support Executive - IT Service Desk**

**Project: Videocon Ltd.**

**Job Description:**

* Monitoring Incident queue and assigning incidents to appropriate teams in different domains.
* Active Directory management, Domain id creation, deletion, and modification in access
* Creation of individual exchange mail id and distribution list.
* Performing Daily Health Checks for all the critical application servers before beginning of the day.
* Providing Tier1 Support for Servers along with their services and Applications.
* Managing Change Coordinator role for Production Changes scheduled for weekends and sometime during weekdays. Processes are based on ITIL Standards.
* Aligning resources for the changes scheduled for weekend and extra resource as per the requirement. Also responsible for a Backup Team Lead.
* Quality checks and auditing of calls handled by Customer Care Executives.
* To give Videocon product and IT tickets management process related training.
* Escalate customer’s issues to backend team and relevant teams.
* Weekly reporting to clients about Service Accuracy and Quality maintain.

PERSONAL DOSSIER:

* Date of Birth : 04/05/1988
* Nationality : Indian
* Marital Status : Married
* Passport : N0353088, Validity : 04/06/2025
* Languages Proficiency : English, Hindi, Marathi.
* Current Address : C/o, Mr. Prakash Mahajan,

Sr. No: 130/1, Shiv Parvati Housing Society, Jijamata Chowk Walhekarwadi Road, Chinchwad 411033, Pune.

I hereby declare that the above mentioned details are true and correct to the best of my knowledge and belief.

Sincerely Yours, Mayuri Patil.