**RITUPARNA MAHANTA**

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+91-9551332021 (M)

Bangalore

**Profile:**

Qualified IT personal with more than 6 years of experience. Trusted to carry out major initiatives, reliably managing multiple programs and vital systems. Exceptional service delivery management and client relationship skills.

Looking for a challenging and growth-oriented Role which can broaden my current skills and knowledge and works towards the growth of organization.

**Professional Experience:**

* Project management Analyst

Wipro Limited.

(22/06/2020 – till date)

* Incident Manager.

Ericsson India Pvt. Ltd.

(10/05/2018 – 10/03/2020)

* Incident Manager

IBM India Pvt. Ltd.

(27/04/2015 **–** 30/04/2018)

**JOB ROLE:**

**As PMO analyst:**

* Responsible for project management function across multiple client projects.
* Responsible for project planning & coordination with project teams, management, and client stakeholders.
* Assist Project Managers on creating project budgets, track actual costs, forecastings and formulate contingency plans to reduce the financial risks to ongoing projects
* Manage business and technology stakeholders to ensure all project objectives and goals are met.
* Define the project schedule with the teams, Lead status and planning meetings, Participate in discovery meetings .
* Provide regular status reports to stakeholders, sponsors, the enterprise, and others involved in the project.
* Work on activities like creating a finance report based on the timesheets whenever requested, getting project closures done – month end activities
* Update Confluence/Sharepoint for project specific need based on any adhoc requests by the PM’s also work on Missing/Unapproved Timesheets
* Assist project managers with Invoicing and work across multiple account .
* Work on weekly Ramp Ups/Ramp Downs across various accounts
* Ensure communication and cooperation among project team members and resolve areas of conflict .
* Assist the resource management process for project
* Act as a Single point of contact with Leads / Hiring Managers for onboarding IT resources (Staff / Contractor) for Business
* Identify the resource requirements from Leads / Hiring Managers
* Track the various stages of Resourcing right from selection of candidate profiles, drive from sourcing through onboarding resources on the project
* Initiate MMR( Material Movement request )  for newly joined employees and Reverse MMR for exited employees ( Like Laptops, RSA tokens and other assets )
* Timely coordinate with Project Leads for any contractor extensions
* Effectively use tools like JIRA, Confluence Microsoft Office (Word, Excel, PowerPoint, SharePoint, MS Project on need basis, Service Now) and required templates to create and manage project deliverables.

**As Incident Manager:**

* Restored failed IT Service as quickly as possible.
* Escalated unresolved incidents to external support, e.g. Software and Hardware Vendors.
* Driven the incident to closure within SLA by involving and pushing concerned teams.
* Responsible for communicating with the Incident Process Owner
* Point of contact for all Major Incidents
* Responsible for the effective implementation of the process "Incident Management" and carries out the reporting procedure.
* Maintained the assigned and resolution SLA as per the service agreement.
* Liaised between IT and external support provider
* Ensured activities within a process are being performed at a high level of quality and that it meets its associated Service Level Agreements or Operational Level Agreements
* Responsible for communicating with the process manager. Directly works with Tier 1 Support to ensure proper recording of incidents
* Sent detailed customer updates regarding ongoing incidents to avoid further escalations from customer and senior management.
* Determined if an incident needs to be escalated per priority and severity of the issue.
* Ensured that Incidents assigned to the Support Groups are resolved and that service is restored
* Arranged Access requests for vendor engineers as per customer requests.
* Kept customer updated frequently on the progress of the incident in case of a high priority incident.
* Kept track of chronic issues and repeated issues and engaging problem management team for implementing Service Improvement Plan.
* Liaised with Service Manager and Change management team in case of any changes requested by customer.
* Participated in reviews done by the Client and Senior Manager.
* Ability to work well in high pressure environment while maintaining focus and sense of urgency
* Ability to multitask time critical tasks while maintaining highest levels of quality

**As SL Executive:**

* Attending Weekly Service Review meetings and understanding the Business requirements.
* Primary BCP Coordinator and taking care of all BCP related activities for the project.
* Handling Incident Management, Monitoring & Escalating the Ageing tickets.
* Single Point of Contact for Service Desk Support for a Project named “British Telecom”
* Technical & Process Training and mentoring all Team members and conducting regular Knowledge Checks to understand the areas of improvement required.
* Doing Floor Support to associates as and when required.
* Monitoring and Managing CMS Queue and give support and feedback to the outliers.
* Watch out for analyst running on High AHT and alert the floor walkers to assist the analyst to wrap the call at the earliest.
* Send out SD Queue Status to the Manager at regular intervals.
* Excellent knowledge in BMC Remedy Tool & Service Now and can extract reports using queries.
* Monitor the Tickets Queue in BMC 7.6 and take action to prevent potential breach cases.
* Keep a watch on the call pattern and if same or no calls are coming into the queue, escalate the same to the correct team and raise MI or send IT Communication if needed.
* Preparing Shift Roster for the Team by analysing trends on staffing to keep a check on SLA’s.
* Organizing daily team huddles and team meetings on weekly basis to address associate’s technical, process and performance concerns and share Process updates to the team.
* Ensure that standards and practices are consistently maintained between each team.
* Responsible for understanding and working with the client’s statement of work.

**Key skills**

* Excellent Communication and Incident management skills
* Strong Customer Service Delivery Management
* Knowledge of IT Service Management and Delivery.
* Support Desk experience
* Knowledge on Telecom, Linux Server, and IP based networking.

**Key Strengths**

* Self-motivated, dedicated and hard-working to be an efficient team player.
* Exploratory mindset with good analytical and coordinating skills.
* Fast learner and a zest to acquire new knowledge and techniques

**Tools Used:**

* **Confluence**
* **Maximo, Service Now, BMC Remedy, SCCD,**
* **Citrix,**
* **Active Directory,**
* **Microsoft Excel, Word , Power Point,**
* **WFM (Work Force Management)**

**Educational Qualifications:**

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| --- | --- | --- | --- | --- |
| **Examination** | **Specialization** | **School/University** | **Board/University** | **Average Percentage** |
| B.Tech | Bioinformatics Engineering | Sathyabama | Sathyabama University | 64.5 |
| University, Chennai |
| (A.I.S.S.C.E) | Science | Hindustan Kendriya | C.B.S.E | 61 |
| 12th | Vidyalaya, |
|  | Guwahati |
| A.I.S.S.E | Science (Physics, Chemistry, Maths) | Little Flower School, Guwahati | SEBA | 58.6 |
| 10th |

**CERTIFICATION:** JAVA

**INTERNSHIP: STRETCH ASSIGNMENT IN PROBLEM MANAGEMENT,**  (IBM INDIA PVT LT. )

**EXTRA-CURRICULAR ACTIVITY AND ACHIEVEMENT:**

* **2019** : **Top Performer award for the month on Jan**, **at MBNL project, Ericsson India Pvt Ltd** for showing extra support based on project requirement and getting most cases followed up.
* **2018** : Identified as the **Spot Award on the month of August at MBNL project, Ericsson India Pvt Ltd** for picking up the procedures quickly and contributing the team.
* **2015** : **Star performer for the month of Sep at ACE, IBM India Pvt. Ltd.**
* **2013: Star performer for the quarter Oct, Nov, Dec at HCL Technology.**
* **2012**: Have participated in ISRTMSF-2012 organized by CAS in Crystallography and Biophysics by University of Madras.
* **2011**: **Winner of Personality Show / Fashion Show 2011 in Sathyabama University.**
* Have completed 7years course in Bharat Natyam classical dance.
* Have taken key responsibilities within the process.

**Personal Profile:**

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| Father’s Name | : | Ajit Chandra Mahanta |
| Mother’s Name | : | Daisy Mahanta |
| Permanent Address | : | Shree Nagar, Bye lane no. 2, P.O : Dispur, Guwahati- 781005, Assam |
|  |  |  |
| Gender | : | Female |
| Marital Status | : | Single |
| Nationality | : | Indian |
| Languages known | : | English, Hindi, Bengali, Assamese, Tamil. |

**Declaration:**

I do here by confirm that the information given in this form is true to the best of my knowledge and belief.

**Place :** Bangalore **Date:**