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| **Ritu Sharma**  **ritu31989@gmail.com**  **+91-9560182486** | |
| **Service Delivery Coordinator**-~ Service Delivery Coordinator with +2.3 Years Experience in IT Australia based Company ~Service Desk ~ SLA Management~ Coordinate with the Client in AU & NZ and align FTE’S and Dispatch Resources as per the requirements and as an Azure Administrator.  **R&D Engineer in LED Lighting**- +4 Years experience in LED Lighting as specialist with SMPS, Luminaries Design, Components Procurements. | |
| **Axiom Technologies Pvt Ltd**  **as Service Delivery Coordinator**  **10th Jan’2022- 10th April’2023** | **Project Detail:**  ● Handled Wipro project for FTE’S and Dispatch.  ●Maintain all the records of our FTE’S along with all required details.  ● Worked on Tech ATOS project in Perth and Sydney & NZ.  ● Worked on Service Desk Incident and Task.  ● Cleared all invoice for finance team and also provided all details like tech leaves, appraisal to HR and RPO.  ● Looking all accounts in Australia and NZ.  ● Done weekly governess meeting with the client and update all required details.  **Responsibility:**  Provided services related to IT Desktop Support in AU & NZ as per the client requirement.  •Direct coordinated with Client like Wipro, Tech Mahindra, Atos, Kilvington School VIC.  •Aligned suitable Full time Engineer and Dispatch /Adhoc Engineer as per the requirement.  •Handle all concern of Engineers related to work environment, Salary, Increment, Leaves, Backfills.  •Maintain all engineers files and record in excel (SD Staff sheet).  • Handle escalation discuss with client directly related and clear all these issues.  •Good knowledge of OSS form, XERO, FMS, Google Drive,  •Provide all FTE & Dispatch engineer’s data to Finance team, HR team, Payroll team,IT team.  •Release all termination email of Engineers and also maintain the Exit form by resource side.  •Maintain SOW, P&L, Time Sheet, Updated complete account sheet.  •Ensure complex IT requests are successfully executed e.g. office moves, bulk software deployments, bulk pc-refreshes, IT desktop support.  •Ensure strategic technology planning, including proposed cost implications (site IT infrastructure lifecycle management) Works effectively as part of a team  •Act as the link between a variety of projects, customers, and resources. Assist manager in analyzing vendor's bling’s. Provide support during the budgeting process and support the financial process. Manage service delivery for a suite of customers and provide day to day operational guidance.  • Recommend solutions to problems and cost-effective strategies for clients.  • Monitor team members to ensure that project milestones are met and delivered on time.  • Adroit professional with experience in IT service delivery, project coordination, Team, and people management.  • Assist SD team in creating and managing monthly call schedules with application owners and application support staff.  • Building and maintaining relationships with all levels of the business, particularly to provide service delivery solutions  • Define, periodically review and update the process strategies for Incident management  • Ensure appropriate process, policies, standards and metrics are adhered throughout the Incident process.  • Responsible for the end-to-end Incident Management process. Includes resolution of Priority 1 and 2 incidents. • Asses the priority of an Incident based on urgency and impact.  • Initiate and lead the technical and management bridges for rapid resolution of the incident, ensure an Action plan / back up plan is created for the restoration within SLA to minimize impact on IT services and revenue.  • Follow up on every response time provided until issue resolved.  • Act as a center focal point for all departments during high Severity incident and coordinate between them to get the speedy results.  • Timely communication/ Notifications to internal & external stakeholders to inform/update for high/critical incidents.  • Management of the support processes to meet the performance and quality agreed with customer, ensure adherence to contractual requirements and SLAs.  • Provide periodic status update and detailed status reports Co-ordinate weekly meetings with FTE  objectives and to continually improve service.  • Maintaining positive relationships with customers.  • Identifying customer needs and overseeing service delivery within the business context.  • Leading the service delivery team, managing conflict, and ensuring the team’s processes and tasks are carried out efficiently.  • Managing finances and budgets.  • Determining ways to reduce costs without sacrificing customer satisfaction.  • Assessing customer feedback and using your creativity to establish, improve, and refine services.  • Remaining organized and meeting deadlines.  • Building partnerships and liaising with team leaders to determine the company’s services, delivery criteria, and solutions for issues that may arise.  • Identify resourcing issues.  • Manage all 3 sides of the Strategic Triangle – Customer Satisfaction: Employee Engagement; and Profitability.  • Monthly and quarterly forecasting of team costs and project revenues.  • Review actual performance against forecast – understand gaps and put corrective measures in place, as appropriate.  • Input to service design and support for service implementation.  • Internal service reporting.  • Manage customer escalations, issues, problems, and requirements.  • Identify and progress Continual Service Improvement initiative.  • Explore and drive opportunities within existing customers for new/additional work.  • Conduct regular Service Reviews with Customers.  • Contractual awareness. |
| **Tools & Technologies** | ● Microsoft Office.  ● Advanced MS Excel and PIVOT  ● Azure Virtual Machines ,Azure Active Directory, Azure Networking, Azure Intune, Azure Security Center, Azure Infra Management, SAP landscape, Sybase, Hana DB, ServiceNow, Success Factor, Azure DevOps.  ● Operating System: Windows, Linux. |
| **Certifications** | ●Certified in Microsoft Azure Fundamentals (AZ-900) |
| **Career Break -Maternity Break (Oct’2017-Dec’2021)** | Took 4 year’s off work to care for my growing children, who are now in elementary school. |
| **Sep’2016- Sep’2017 with HAVELLS INDIA LTD As Senior Engineer** | **Project Detail:**  ● Connecting Synapse in Virtual Machine privately.  ● Traffic Load Balancing into your VM's from public IP to private IP.  ● Load Balancing inside virtual networks where private IPs are needed.  ● Creating secure connection to my Virtual Network to individual client computers (P2S).  ● Creating connections between multiple networks such as a corporate network and a branch office network (S2S).  **Responsibility:**  ●Good knowledge of excel like- Master the shortcuts, import data from a website, Filter your result, Calculate the sum, auto cut and Autofill, Display Formulas, Manage Page Layout, Building Charts and Graphs, Sorting and Filtering data, Utilizing Pivot Tables etc.  ●Exposure to client orals and expert in test planning, estimation and solutioning.  ● Virtual Machine Deployment: Deploy a virtual machine on Azure with a predefined image, configure network setting and storage. connect to the virtual machine using remote desktop. |
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| **Nov’2015- Sep’2016 with MOSER BAER INDIA LTD As Senior R&D Engineer** | **Project Detail:**  • Worked on various LED lighting projects such as Street Light, Tube Light, LED Bulb, LED Batten T5 & T8 Down Light, High bay Light, Panel Light , wall mounting Lights ,Garden Lights etc.  • Product and driver validation as per the requirements of EESL.  • EESL Street Light driver 18 watt & 70 watt and 190 watt validate with required complete test procedure  **Responsibility:**  • Benchmark Handling Product validation & FMEA of LED prong of products to check the product performance against competitors.  • Inter-departmental coordination along with product managers for product better performance.  • Preparing & Generating validation report.  • Performance and safety testing as per standards and analyzing life tests.  • In-depth knowledge of instrumentation methods/techniques.  • Hands on Surge testing for Bulb, Tube Light, Street Light respect of PLUM & CLUM category. PLUM-3.5 to 4KV and CLUM-2.5KV. • Hands on Switching testing of LED drivers at 0-300Vac.  • Hands on Reliability testing of LED drivers at 230Vac from -10®c to +70®c. |
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| **April’2014-Nov’2015 with PROTONICS SYSTEM INDIA PVT LTD As R&D Engineer** | **Project Detail:**  • AC-DC 10-25w Isolated Driver for led down lights with same ic (fly Back topology) with 270mA-550mA. • AC-DC 5-10w Non isolated Driver for led down lights (boost topology) with 200mA-450Ma. • AC-DC 12V 2.5Amp Isolated Power Supply with constant voltage.  • DC-DC 3w-10w non isolated boost topology.  **Responsibility:**  • Developing the schematics of different circuits and analyzing them.  • To Design & Development of LED Drivers/Power Supply as per Customer standards.  • Redesign electronic circuits as per specifications applicable.  • Release of product documentation including BOM & specification list etc.  • Analysis and solution of problems faced in manufacturing.  • Evaluate and release alternate components, sources and designs for cost reduction.  • Various types of electronics components, their specifications, rating, functions and applications according to design of circuit. |
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| **Feb’2012-March’2014 with HOVEL INDIA PVT LTD As R&D Engineer** | **Project Detail:**  • AC-DC 1w-3w spot light driver non isolated with 150mA -350mA with low power factor.  • Led Bulb Driver Non-Isolated 3w,5w,7w,9w,12w with high power factor and good regulation and THD >15%, high surge protection (up to 2.5-3kva), short circuit protection, open load protection with 90% efficiency, good EMI/EMC Performance.    **Role Description:**  • Release of product documentation including BOM & specification list etc. • Analysis and solution of problems faced in manufacturing. • Evaluate and release alternate components, sources and designs for cost reduction. • Various types of electronics components, their specifications, rating, functions and applications according to design of circuit. |
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| **EDUCATION** | ⮚Bachelor of Engineering in Electronics & Communication Engineering (2006-2010) from BCE Bhopal under RGTU Bhopal with 67% aggregate.  ⮚ Intermediate: SVM School from MP Board with 69% aggregate.  ⮚ High School: SVM School from MP Board with 76% aggregate. |