A picture containing person, clothing, indoor, smiling

Description automatically generated **NEELAM SHARMA** **Immediately Available**

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*Assignments in* ***Production Support/Incident Management/PMO*** *profile with an organization of repute in Software industry preferably.*

**PROFILE SUMMARY**

* B.E.(IT) from RGPV MIT, Ujjain with 11+ years of experience in IBM I Series (AS400) Production Support, Incident Management & PMO profile.
* Last worked with Emtec Technologies Pvt Ltd. Pune, and Earlier employers - UOB Singapore, IBM India Pvt. Ltd, Pune, Fiserv International India Pvt. Ltd. Pune., HSBC Software Development India Pvt. Ltd., Pune as a Senior Software Engineer (Banking Application Domain -Core Banking & Payments)
* Manage on-boarding/off-boarding, training and team compliance, and maintain team roster including leaves/vacation tracking
* Overseeing the incident management process and team members involved in resolving the incident.
* Responding to a reported service incident, identifying the cause, and initiating the incident management process
* Maintain project documents repository and ensure timely updates and version control
* Prepare & Maintain Weekly Adhoc Tracking Reports
* Coordinating with the respective SMEs for speedy resolution of the Major Incident
* Providing the periodical (monthly) reports on the overall status of the Major Incident Management Process
* Monitoring of Severity 1(P1) and Severity 2(P2) tickets in incident ticketing systems to ensure all tickets are acted upon by various resolver teams
* Proficient in working on AS400, OS400 operating system and programming languages like RPG400, RPGLE, CL/400, CLLE, SQLRPGLE
* ITIL® 2021 V4 Foundation Certified.

**CORE COMPETENCIES**

* Manage PMO processes and tools like ticket management system, communication and reporting, knowledge management, onboarding, access management tool etc.
* Maintain status records, follow-ups and report for tickets/requests/risks
* Assist resource management process in the project.
* Develop and update project plans by listing tasks, resources, and target dates.
* Run weekly core team and other project meetings, prepare agendas and minutes, complete weekly/monthly project status reports.
* Implemented and executed major incident management processes including invocation, ownership, escalation, communication and restoration of service.
* Providing round the clock Production availability, ensuring the prompt reporting and resolution of the errors occurring on Production servers
* Analyze monthly KPI reporting to identify any areas for improvement.
* Used ITIL best practices to support affected business units by managing, directing, coordinating and communicating across multiple technical and non-technical teams which include application, infrastructure, third party suppliers, and business units.
* Handle monthly/weekly sync calls between offshore & onshore
* Manage induction of new team members in the team by coordinating kick-off meetings and getting appropriate system accesses
* Determined root cause of incidents, minimizing adverse impacts and reducing likelihood of recurrence.
* Managing team’s leave and shift plans in the roaster.
* Manage incident management bridge calls with support teams, on-call support application teams and management

**IT SKILLS**

* Technology: AS400
* Operating System/Environment: OS400, ICBS
* Products Worked On: HUB (HSBC Universal Banking), SIGNATURE
* Tools Known: Global Service Desk,Implementer, Aldon, ServiceNow, JIRA, NewRelic Dashboard,
* Sentry, SendGrid, Postman, Jenkins, Squirrel, MS Word, MS Excel, MS Power Point,
* Remedy, WinSCP, Control-M, Splunk, FileZila, Confluence, Quality Center,
* SharePoint,PagerDuty
* Programming Languages: RPG 400, RPGLE, CL/400, CLLE, SQLRPGLE, ILE, QUERY/400
* Database: DB2/400
* Role: Project Management Office(PMO), Incident Management/Application Support Lead
* Certificates: **ITIL V4 Foundation** Level, Automotive Industry Badge (IBM Internal Certification)

**ORGANISATIONAL EXPERIENCE**

**Since Nov’22 to Mar’23 with Emtec Technologies Pvt Ltd. Pune, as Lead-Software Support for L1 tier 3PL Domain Project**

**Since Jul’22 to Sep’22 with Quess Corp(Client - UOB Singapore), as Application Support for L2 tier Banking Domain Project**

**Since Jan’16 to Jul’22 with IBM India Pvt. Ltd. Pune , as Senior Software Engineer (Application L2 Support, Incident Management & PMO) in Manheim Project (Automotive Domain – US Project)**

**Since Jul’15 to Jan’16 with Fiserv International India Pvt. Ltd. Pune, as Senior Software Engineer (Application L2 Support), Banking Application Domain (Core Banking & Payments)**

**Since Mar’12 to Jul’15 with HSBC Software Development India Pvt. Ltd., Pune as Software Engineer (Application L2 Support), Banking Application Domain (HSBC France)**

**Projects Undertaken:**

**HSBC\_Run the Bank :** 24x7 Production Support carried out for HSBC Europe(France) along with various daily BAU activities.

**Fiserv International India Pvt Ltd :** Paper 2 Email, Optimization E- statement, ITO Screen and 24x7 Incident Management-Production Support.

**IBM India Pvt Ltd:** **Manheim Auction Project**

Production Support & Incident Management - Working on auction related issues addressed by customers of Manheim auction across 85 US based locations, fixing them in the AS400 and several production support tasks. We provide 24\*7 support to the customers and users of Manheim auction for all the locations along with various daily BAU activities. So that sell/buy vehicle process can run smoothly in the auctions during the online and physical sale.

PMO activities - Managed project performance report and activities like utilization, SLA metrics, tickets status, vacation planner, access management, on-boarding, off-boarding, project related license renewal, shift roaster, utilization tracker, Data Security & Privacy related trainings management on daily/weekly/monthly basis requirement.

**Quess Corp (Client -UOB Singapore) Group Application Support :** Supporting over 150+ Banking Applications on L2 tier 24x7 for countries Singapore, Malaysia, China, Vietnam, Philippines, Thailand, Indonesia

**Emtec Pvt Ltd :** Working on 3PL(Third Party Logistic) related issues addressed by customer from 7 US based clients 24\*7.

Providing work arounds, doing basic troubleshooting and escalating it to the next level when required. Handling calls in case of major issues including respective SMEs, preparing reports/MOM after the resolution, preparing roasters for the team, analyzing incidents to resolve within SLA, participating in discussions to avoid reoccurrence issues, helping team while resolving issues, engage team in various project related trainings, driving calls with onshore and offshore team on daily status and upcoming work.

**Roles in Projects:**

* Liaising with clients on a regular basis to understand their requirements & gather feedback on the work done
* Conducting meetings with the clients to convey them the formulated plans, the work flow being followed and to update them on the latest developments
* Determines if an incident need to be escalated according to priority and severity of the issue
* Verify resolution with users and resolve Incidents in ServiceNow/JIRA tool
* Identify, initiate, schedule and conduct incident reviews
* Ensure the closure of all resolved and end-user confirmed Incident records
* Collaborate with the second line of Support when solution is not known and incident need to be escalated
* Owns all Incidents and Service Requests throughout the lifecycle
* Managing the incident team members by re-assigning workloads and re-scheduling non-urgent tasks.
* Collaborating with the production support team to ensure that all protocols are diligently followed.
* Supported in continuous improvements leveraging various internal assets in consensus with key stakeholders
* Handle status records, follow-ups and report for tickets/requests/risks
* Maintain project documents repository and ensure timely updates and version control
* Studying & analyzing live issues of production within given SLA (internet banking issues due to backend, maintenance issues due to HFE/VDU (5250) screens, car rental incidents, invoice changes due to company name & logo change, incidents related to physical & online sales of automobile from different auctions), providing solution with the fix if required with the testing and provide the support till the production release.
* Manage activity reports and IT support to internal customers regarding business applications and technical IT issues.
* Identifying & analyzing the issues occurring in the execution processes at the client’s end, planning solutions and providing the clients with prompt resolution
* Review all incoming incidents according to severity based on pre-defined criteria.
* Prepared post incident review documents and attend problem management review meetings to ensure determination of root cause; prepared accurate, appropriate and timely communication to internal and external stakeholders
* Coordinate with key stakeholders for the timely renewal of legal documents and license for widely used tools/systems of the project.
* Coordinate with team members to track the adherence on project processes
* Responsible for resource planning/management ensuring appropriate resources have been allocated to provide service coverage in line with customer expectations.
* Assist the Problem Management function by assisting with post implementation information and attending problem reviews ensuring that lessons learnt are captured and implemented.
* Prepare metrics, weekly/monthly trouble tickets reports.
* Meet customer requirements with configuration, reports, templates, training and materials.
* Manage induction of new team members in the team by coordinating kick-off meetings and allocating for knowledge sharing session and providing appropriate system accesses
* Manage project admin requirements.
* Work as part of the Incident Management team to ensure that the performance of the team achieves the defined performance targets and KPIs
* Ensure that the incident management process is followed and that incident and problem records accurately reflect actions taken to restore service; and that changes to Configuration Items are recorded

**ACADEMIC DETAILS**

* 2011 B.E. (Information Technology) from RGPV MIT, Ujjain, MP with 71%
* 2007 12th from St. Joseph’s Convent H.S. School, Khandwa with 83%
* 2005 10th from St. Joseph’s Convent H.S. School, Khandwa with 87%

**PERSONAL DETAILS**

* Date of Birth: June 06th, 1990
* Languages Known: English, Hindi
* Address: Pune