**RESUME**

**NEETA NADANKAR**

## Flat No.203, Manav Apartment,

## Plot No.39, Sector-21, Kamothe,

Navi Mumbai – 410 209

**Email :**  [**nadankar.neeta@gmail.com**](mailto:nadankar.neeta@gmail.com)

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**Career Objective**

To acquire the best technical skills and a long term responsible position in a growth oriented organization having a professional and challenging environment.

**Personal Profile**

Full Name : Neeta Gangaram Nadankar

Date of Birth : 29June 1983

Marital Status : Married

Languages Known : English, Hindi and Marathi

Location Preference : Navi Mumbai

**Education**

Diploma (3Yrs) in Industrial Electronics branch with 64.16% in June2001 from Government Polytechnic, Mumbai.

S.S.C with 71.33% in June 1998 from Maharashtra State Board.

**Additional Qualification / Certification**

Passed CCNA 640-802 exam in May 2008 from RST Forum, Matunga.

ITIL Foundation Certificate in Feb 2017 from Axelos Training Institute, Mulund

**Achievements / Awards**

Appreciation for excellent support to HP customer Allahabad Bank.

**Professional Profile**

**\*IT FIELD\***

**Employer : Wipro Ltd.**

Location : Mumbai.

Designation : Service Desk Manager

Date of Employment : November 01, 2021 to Jun 30, 2023

Client Location : IDFC (Juinagar and Airoli, Navi Mumbai)

**Roles and Responsibility**

* Maintaining & managing Service Desk.
* Guiding service desk agents for taking ownership for the calls received from end users.
* Handling incoming queries and helping request from end user either via email or phone or WhatsApp chat
* Managing Escalations
* Managing calls of users tagged as VIP in Bank Call Logging portal
* Managing SLA of Calls
* Providing excellent customer service while adhering to defined procedures
* Process Knowledge of Incident Management, Service Request Fulfilment and Problem Management
* Having exposure on Wipro Lean Implementation – Preparation of Escalation Trend Analysis and providing the dashboard to Wipro Management.
* Responsible to manage Service Desk, Followup Desk and Escalation Desk. Team Strength: Service Desk Agents-12 Resources, Followup Desk-1 Resource, Escalation Desk-1 Resource
* Reviewing Service Desk Pending Tickets with all Team members and Service Desk Team Lead and sharing updated status of aging Service Desk Tickets with client on daily basis
* Reviewing Central Domain pending Tickets with Central Domain Lead and sharing the updated status of aging Central Domain Tickets with client on daily basis
* Auditing emails of Service Desk Agents and conducting a meeting with all Team members and Service desk Lead to check whether any training needs to be arranged to minimize the errors observed while Email auditing
* Assisting and providing necessary guidance to Followup Desk and Escalation Desk Team to get the call closure on timely manner
* Reviewing and updating End User Escalation Matrix as and when required
* Reviewing and updating Induction document as and when required
* Reviewing and updating format of email Response given to end Users as and when required
* Reviewing and updating Service Desk Knowledge document as and when required
* Conducting interview for new Service Desk Agents and providing feedback of selected candidates to partners and WIPRO Recruitment Team for further onboarding process
* Tracking Escalation calls received from Key Stakeholders from IDFC Bank Management till closure
* Taking follow up with respective teams on creating SNOW and BMC ids for new joiners
* Connecting with Service Desk agents on weekly basis and daily connect with Service Desk Lead to discuss about pending action points, Service Desk related issues, about pending end user Tickets
* Connecting with Vendor Management Team to discuss about pending tickets and pending action points
* Sharing updated status of aging Vendor Management Tickets with client
* Connecting with ServiceNow Team to get the resolution for the issues highlighted by SD Team
* Analyzing Response SLA, Resolution SLA and Pending Calls % to update these parameters in KPI Report
* Sharing KPI Report with client and Wipro management on daily basis
* Tracking VIP User calls, following-up with respective resolver group, maintaining tracker and sharing the same with IDFC as well as Wipro management twice a day on daily basis
* Tracking and Analyzing Re-open EUS Calls, following-up with respective team for re-open reason, educating engineers and end users for their mistakes, maintaining a tracker and sharing it twice a week (1st day of week: Re-open calls report and last day of week: Analysis report of Re-Open Calls)
* Conducting a session for overview of service desk operations in the scheduled New Joinee Induction Teams call on Monthly basis
* Sharing attendance of PAN India EUS Team and backup engineers with client on daily basis
* Assisting Wipro Transition Team to implement changes in existing service Now processes and assisting them in raising request for those changes
* Maintaining and sharing details of New Joinee and Left EUS Resources with client on weekly basis
* Sharing Attendance of Service Desk Agents and Abandoned Call Report in absence of Service Desk Team Lead

**Employer : Wipro Pvt. Ltd. On payroll of Acute Informatics Pvt. Ltd.**

Location : Mumbai.

Designation : Technical Help Desk (Service Desk) and Escalation Manager

Date of Employment : 05 August 2016 to May 01, 2021

Client Location : IDFC (Juinagar, Navi Mumbai)

**Roles and Responsibility**

* Maintaining & managing Service Desk.
* Guiding service desk agents for taking ownership for the calls received from end users.
* Handling incoming queries and helping request from end user either via email or phone or whatsapp
* Managing Escalations
* Managing calls of users tagged as VIP in Bank Call Logging portal
* Managing SLA of Calls
* Providing excellent customer service while adhering to defined procedures
* Preparing weekly escalation call reports for submission to client

**Employer : Hewlett Packard on payroll of Aforeserve.com Ltd.**

Location : Mumbai.

Designation : Service Desk-Support

Date of Employment : 17 August 2015 to 31 March 2016

Client Location : Bank of India, Data Center (CBD Belapur, Navi Mumbai)

**Roles and Responsibility**

* Maintaining & managing the technical Support.
* Responsible for Monitoring & Troubleshooting of client's all over India Network incidents consisting of 5000+ branches and ensuring Maximum network uptime.
* Performing the change requests, incidents & Service Request.
* Monitoring incidents-Network down from NNMi (Network Node Manager)-HP tool.
* Updating the Network down real time incidents to customer on hourly basis.
* Troubleshooting the LAN down incidents of branches.
* Updating incidents & interactions from SM (Service Manager)-HP tool.
* Raising the hardware calls (for faulty Router, serial card, serial cable, Router login issues etc.) with HP team for resolution.
* Coordinating with service providers for resolution of hardware calls within SLA to avoid penalty from client.
* Maintaining incidents & hardware calls statistics & sharing the same with client & immediate RM.
* Prepare reports (i.e. bandwidth utilization of branches, node availability) from NNMi tool as per client requirement & sharing the same with client.

**Employer : Hewlett Packard on payroll of Aforeserve.com Ltd.**

Location : Mumbai.

Designation : Executive-Customer Care

Date of Employment : 13 January 2014 to 14 August 2015

Client Location : Allahabad Bank (Vashi, Navi Mumbai)

**Roles and Responsibility**

* Cross-checking the attributions of the calls (IT Network) of Downtime report which is received on daily basis & consolidated monthly downtime report (received from support team-M/s DSM Infocom pvt. Ltd.
* Taking clarification from support team for any discrepancy in daily Downtime report & monthly consolidated report.
* Maintaining Downtime report summary on weekly & monthly basis & sending the same to immediate RM (of HP).
* Maintaining HP SLA report on monthly basis.
* Comparing client SLA and HP SLA report & preparing the final monthly SLA report.
* Sharing final monthly SLA report to immediate RM.
* Preparing SLA penalty (to support team-M/s.DSM) of all branches received from HP Project team.
* Sharing the SLA penalty report to reporting manager for approval.
* Sharing the VSAT Shifting purchase order received from Bank to support team to process the call since HP take care for the implementation & support for broadband satellite communication service for branch connectivity i.e. VSAT (Very Small Aperture Terminal) from M/S HCIL(Hughes Communication India Ltd.)
* Sending the quotation for chargeable calls (physical damage cases, burnt cases due to improper voltage) to Bank & asking for purchase order.
* Providing the approval to support team to process the call once received the purchase order from Bank.
* Tracking up with support team (M/s. DSM) till the VSAT shifting & Chargeable calls closure & updating the same to client
* Maintaining Chargeable Call Tracker & VSAT Shifting Tracker & sending the same to immediate manager (of HP) on weekly basis.

**Employer : Allied Digital Services Ltd.**

Location : Mumbai.

Designation : Executive-Customer Care

Date of Employment : 2 February 2011 to 10 January 2014

Client Location : IDBI Bank Ltd, Maxus Education Ltd., Synoptic (Mahape, Navi Mumbai)

**Roles and Responsibility**

* Handling the IT hardware calls (IDBI New Branch set-up, PC, Printer, Scanner, DVD-Writer Installation, Desktop, Printer, Scanner problem) of PAN India.
* Sharing the calls to supportive locations of Allied Digital Team.
* To ensure smooth functioning of the IT support & services of the company.
* Follow-up with supportive locations till call closure.
* Receiving calls from customer and work on issues faced by them.
* Follow-up with vendors (HP, Epson, Samsung, AOC) till call closure.
* Ensure timely and speedy resolution of tickets.
* Solving the problems (i.e. System connectivity, Network connectivity) on Phone/Remotely.
* Maintaining Daily call report & sending to clients (i.e. IDBI, Maxus Education Ltd., Synoptic)
* Handling Escalations & resolving the issues in appropriate manner.
* Having experience of co-ordination for IDBI PAN India branch setup.

**Employer : Swan Solutions and Services Pvt Ltd**

Location : Mumbai.

Designation : Helpdesk Coordinator (Service Desk support)

Date of Employment : 21 June 2010 to 31 Jan 2011.

Client Location : SBI Life Insurance (CBD Belapur, Navi Mumbai)

**Roles and Responsibility**

* Providing L1 user and application support to local and branch users who are using various applications critical to business.
* Creation and Deletion of ID's of users for various applications.
* Managing access rights for the users for various applications.
* Performing troubleshooting for users facing issues for various applications.
* Demonstrate the ability to take new initiatives and keenness to learn new things.
* Providing excellent customer service while adhering to defined procedures.
* Following the incident management lifecycle as defined in the client SLA.
* Demonstrate Professional conduct and team building skills.

**Employer : 3- I InfoTech on payroll of NN Technologies**

Location : Mumbai.

Designation : Call Coordinator (Service Desk support)

Date of Employment : 02 May 2009 to 19 June 2010.

Client Location : ICICI Lombard (Mahalakshmi, Mumbai)

**Roles and Responsibility**

* Monitoring & assigning the calls to engineer’s id by using call logging portal.
* Coordinating with users on phone.
* Providing the solution the problems (i.e. system slowness, network connectivity issues)
* Unlocking the login ID of user’s by using Active Directory tool.
* Providing and Assigning New IP address for new Asset.
* Maintaining the Reports (Exception Report, Daily Remote Calls Report)
* Handling Asset & Vendor management.
* Handling Escalation calls & taking appropriate action to resolve the calls.
* Working as Central Coordinator for remote team.
* Maintaining remote calls report and sending to remote team.
* Maintaining inventory in excel for inward & outward of materials.
* Maintaining the daily analysis & calls reports.
* To handle the team of service Engineers & arrange engineer to attend the calls.
* Maintaining reports (Exception Report) on weekly and monthly basis.

**\*Electronic Engineering (Electronic Devices Manufacturing) FIELD\***

**Employer : Artech Instruments & Controls Pvt. Ltd.**

Location : Mumbai.

Designation : Junior Engineer (Production Department)

Date of Employment : 02 May 2006 to 03 Apr 2009.

**Roles and Responsibility**

* Quality control of all electronic components such as Resistor, Capacitor, Diode, IC’s, etc.
* Testing, Calibration & troubleshooting of Temperature Indicator & Controller, Scan Indicator, Oxygen Analyzer,

Humidity Indicator & Controller.

* Preparing reports on all tested Material.

**Employer : Sonodyne International Pvt. Ltd.**

Location : Mumbai.

Designation : Junior Engineer (Production Department)

Date of Employment : 15 Apr 2005 to 18 Mar 2006.

**Roles and Responsibility**

* Quality control of all electronic components such as Resistor, Capacitor, Diode, IC’s, etc.

Testing,

**Employer : Abhinav Technical Institute**

Location : Mumbai.

Designation : Faculty (Full-Time)

Date of Employment : 15 January 2004 to 15 Feb 2005.

**Roles and Responsibility**

* To teach Basic Electronics subject.