0

**JAISHANKARI DHANABALAN shankari.preethi@gmail.com**

**DOB: 27 MAR 1992 +91 7904649890**



**CAREER OBJECTIVE:**

To work in a creative position that gives scope to enhance my knowledge and skills in an effective manner.

**TECHNICAL/TOOLS SKILLS:**

* Service Now
* Agile
* SQL
* Azure Fundamentals

**KEY ROLES PERFORMED:**

* Incident Management
* Change Management & Approvals
* Release Coordinator
* Problem Management

**AWARDS AND ACHIEVEMENTS:**

* Received the "ON THE SPOT AWARD","SPECIAL AWARD","RISING STAR","SPECIAL INITIATIVE AWARD" in Town hall and "Certificate of Appreciation" for Info security Fest.
* Received Star of the Award for Good Team leading, collaborating with Teams and Customer for delivering project goals within the timeline
* Received appreciation from Client and Onshore manager for fixing Production issues without any customer escalation
* Certified in Microsoft Azure Fundamentals AZ 900

**PROJECT DETAILS:**

**PROJECT 1**:

|  |  |
| --- | --- |
| **Client** | H & M Hennes & Mauritz AB in TCS |
| **Role** | **Project Lead** |
| **Period** | Apr 2017 – May 2023 (5 years and 1 month) |
| **Description** | Managing the project by delivering end to end application support without any customer escalation and driving the major incident/defects by informing stakeholders prior on status of the issue |
| **Responsibilities** | * Strong experience in ServiceNow and strictly adhere to defined SLA for resolving incidents in Production. * Ability to provide innovative workarounds or design solution to fix customer's problem. * Knowledge in ITIL and ITSM methologies, will acknowledge issues on time and worked for KEDB documents maintaining over share points, SOP and FAQ for easy material knowledge * Having experience in Problem Management to determine Root Cause. * Governance team in right way and educating them on issues, risks and challenges * Coordinating with team and analyzing the issue during application maintenance and production outage issues * Collaborating with customers on the issues whenever required and supporting business for ad-hoc requests * Maintaining production incidents tracking sheets to identify the areas of improvement and will act. * Coordinating with team for cross knowledge sharing session and organize defect triage meeting to speed up the process. * Presenting monthly, weekly reports to onshore and offshore manager on issues and challenges. * Facilitated daily Scrum meeting to identify the priority tasks and resolving the impedance * Preparing monthly reports on KPI and presenting to onshore managers to overcome the issues * Working in .Net Framework and SQL database to troubleshoot the issue. * Strong experience in writing complex sql queries. * Strong analytical and problem-solving skills coupled with excellent written, verbal, and inter-personnel communication skills. * Completed the internal certification in Agile way of working, Professional Scrum Master, and SQL. |

**PROJECT 2:**

|  |  |
| --- | --- |
| **Client** | Internal Infrastructure project (IDM) in TCS |
| **Role** | **IT support** |
| **Period** | Oct 2013 – Apr 2017 (4 Years 6 Months) |
| **Description** | Managing the internal infrastructure support project and acted as laptop spoc |
| **Responsibilities** | * Organize meetings to discuss on Current issues, Open items, Challenges faced Overall timeline, additional workloads & Upcoming Planned activities * Deployed Windows7&10 images using MDT (Microsoft Deployment toolkit) with Symantec * Build and updated images for OS X10.4-10.6 and windows XP, Vista and Windows 7 for use with LAN imagining technologies. * Troubleshoot and handled the latest MAC laptop and desktop equipment’s with most current and effective tool * Create and delete the users in Active Directory as per the request. * Deal with manufacture warranty issues and repairs for both desktop and laptop. * Configure workstations printers and Hard drives. |

**ACADEMIC QUALIFICATIONS:**

* **B. Tech (IT) :** (2010- 2013) PSNA College, Dindigul, Anna University, 87%.
* **Diploma (IT): (**2007-2010)ArulmiguPalaniyandavar polytechnic college, Palani, 96%
* **SSLC :** (2009-2010) Swamy Matriculation Higher Secondary School, Palani ,80%

**DECLARATION:**

I hereby declare that all the above-mentioned details are true to the best of my knowledge

**Place**: Chennai **Date**: (JAISHANKARI D)