**Divyashree Bharati Mallick**

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# Objective

To enhance my skills in a productive way to deliver my best towards the growth of the organization as well as expand my knowledge base through my service and contributions.

# PROFESSIONAL SYNOPSIS

* 2 year 8 months experience in Avaya in Customer Service operations and support
* 2 yrs. 11 months experience in Ericsson India Global Services in Project Management Operations
* 1 year 9 months experience in Wipro Technologies Private Ltd in C++/Unix development
* Knowledge in advanced MS Office suite like Excel, Word, PowerPoint etc. features as required in project management operational activities
* Responsible for structuring upfront customer requests per Avaya processes for convenient execution across several teams with minimal issues and ensuring smooth transition of devices for configurations or retrievals at deployed sites.
* Have expertise in Avaya tools like ServiceNow and RMM Monitoring tool for tracking SNMP alarms, incidents, traps, Wireshark and Putty for troubleshooting, Siebel for the SAL gateways connectivity, day2 specific checklists as per device types (like Unified Communication, Contact Center, Messaging, Data).
* Expertise in PMO related operations like domain-wise financial analysis, tracking the projects’ progress, behavior trend analysis, presenting all reports graphically through pivots, dashboards, decks, charts, diagrams etc. Overall, have a good knowledge in Ericsson performance benchmarking tools and process.
* Good knowledge in resource planning and fulfillment activities like sourcing the relevant candidates as per project needs, holding up final interview rounds and customer calls for selected candidates, onboarding the selected candidates through mandatory orientations and documentations.
* Adequate exposure to coordinating several teams as required to realize milestones and holding up meetings for status calls and initiating the sessions for live troubleshooting whenever required
* Interaction with customers on the progress of the ongoing projects and their estimated timelines for completion, thereby building rapport for better customer satisfaction
* Good knowledge in software development using Unix//C++.

# EDUCATIONAL QUALIFICATIONS

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| --- | --- | --- | --- | --- |
| **Qualification** | **School/College** | **Board/**  **University** | **Year of Passing** | **Percentage/**  **CGPA** |
| Dual MBA (HR & Operations) | School of Management, KIIT | KIIT University | 2016 | 7.28 CGPA |
| B.Tech (Computer Science) | School Of Technology, KIIT | KIIT University | 2012 | 7.28 CGPA |
| Std XII | Kendriya Vidyalaya, Paradeep Port | CBSE Board | 2008 | 64.8 % |
| Std X | Kendriya Vidyalaya, Paradeep Port | CBSE Board | 2006 | 73.0 % |

# ORGANISATIONAL EXPERIENCE

* + **Capgemini India Ltd (Managed Services Operations/PMO for client AVAYA), Hyderabad, March 2020 to November 2022.**
    - **Roles & Responsibilities:**
      * Engaged in customer service Managed Services Operations (PMO) by interacting with various teams in order to coordinate smooth transitioning and deployment of devices and applications meeting customer requirements.
      * Holding up weekly or bi-weekly or monthly calls pulling various teams to the same platform with the aim to discuss on the project status, issues, milestones, actions lined up etc.
      * Validating the customer Operations Guide and the required CMRAs (as applicable) for determining the scope of the request and activities to be planned for realization.
      * Timely notifying the delivery managers or customers on the project health status as and when various activities are completed, and execution is progressing.
      * Besides, responsible for planning, coordinating, and updating the related teams or groups for any deviations in customer requirements that has come-up in the mid of execution process.
      * Weekly basis reporting to the leadership on the health status of ongoing projects, dependencies, timelines, inferences, or anything specifics that management needs to be informed.
      * Also, coordinating the movement of devices, to be deployed newly or to be retrieved on contract expiry, by availing required pre-requisites, engaging onsite engineers for the site and all the necessary documentation like site inductions etc.
    - **Work Overview:**
    - Managed Services Operations here basically revolves around outsourcing the task of maintaining and administering a bulk of products to be deployed and services to be supported through Avaya solutions.
    - Customer is provided service and support to the devices by getting them passed through multiple checkpoints from concerned teams that are meant to be providing all time support to the equipment thereafter till the they are alive.
    - All these activities ensure the deployed devices (at customer site) are thoroughly checked clearing all the possible exceptions and hurdles to get them ready for full-time support as per the agreement.
    - This also explains, there is a mechanism that checks the devices’ health at regular intervals and get them repaired or resolved for any kind of abnormal behavior (other than what is expected) when detected by troubleshooting lively or visiting the deployed site.
    - Based on the device types (Unified Communications, Contact Center, Messaging, Data etc.), predefined configurations, alarming and notifications are set up on the devices that are required for support afterwards.
    - The 24x7 monitoring and support to the deployed devices and proactive fix of any issues helps gaining the customer trust and confidence.
  + **Ericsson India Global Services (Resource Planning and Fulfillment), Bangalore, May 2017 to April 2019.**
  + Worked in recruitment operational activities and resource allocation, aligning candidates and scheduling interview calls over phone/ skype/ face-to-face with the project managers and module heads of several projects under the program VIMPELCOM
  + Continuously in sync with the corresponding project managers and SPOCs for understanding and fulfilling their resource requirements and needs in order to maintain smooth work flow within ongoing projects thereby maintaining timely delivery
  + Accumulating required skills and expertise from clients on weekly basis and maintaining track of it separately. Discussing the same with the Program Director for review and analysis of the requirements for streamlining the final skills and functional areas that needed to be evaluated across
  + Sourcing and collating relevant CVs and aligning deserving potentials with the program side management as part of resource fitment
  + Helping onboard candidates getting their Network IDs activated prior to their work start by working with their central finance team and letting their travel and VISA processing done if they needed to travel
  + **Ericsson India Global Services (Project Management Operations), Gurgaon, May 2016 to April 2017.**
  + Project performance benchmarking of ongoing projects and ranking regions accordingly based on their projects' overall performance by considering various parameters and KPIs like net sales, unadjusted margins, closing backlogs and coverages (all 10 regions are ranked monthly based on their performance).
  + Analysis on project financials like Backlog coverage, unadjusted margins at various stages of project lifecycle (Estimating the realization for each project of 10 different regions with respect to their corresponding preset budget at the time of start. This also showcases the extent of deviation the project has incurred, positive/negative, so far and hence the measures to be taken to bring it back on track.)
  + Creating multiple views and Dashboards using the project financials using MS Excel and decks (Each region is later represented graphically considering the monthly performances of its projects. The analyzed trend shows the pattern of progress over last 8-10 months.)
  + Creation of Monthly Region and Domain Decks (The monthly performance of projects and their progress over past few months are finally depicted region wise as well as domain wise. This is taken for a discussion at stakeholder level to have a clear view of how they are performing among several other projects within region and across other regions and domains and what all necessary steps to be taken to improve their performance going forward. Each project is tagged to a domain irrespective of the region they belong to)
* **Wipro Technologies (Project Engineer), Bangalore, August 2012 to May 2014.**
  + User interface application development and design using Unix shell scripting and C++ as the base language (Creating modules for user-input interface with various criteria of authentication, verification and internal processing of user data fed in the online form for transactions, verifying credentials and transaction limits each time user tries to initiate a transaction)
  + Health check activities for maintenance of background processes using Unix commands (Keeping track on how the live processes going on, checking if there is any expected error likely to occur, reporting the cause of error and extent of its impact to the system depending on its criticality based on which necessary steps are taken to either eradicate or suppress that bug for the concerned time.)
  + Internal IT support activities (Generating tickets and resolving issues related to IT hardware)

# internhip / academic projects

* **SlickAccount Pvt. Ltd. (HR Intern), Bhubaneswar on "HR Planning and Processes", 1st May - 30th June 2015**
* Creation of startup HR processes for the company of 10 members like recruitment selection, ESOP (Employee Stock Option Plan), leave policy, training development
* Management of other 7 interns with respect to employee engagement, feedback, attendance tracking, official documents, attending to issues individually and reporting to manager
* Suggestion on improvements in the system for effective management
* Explanation of the policies (currently being followed by the start-up company as initial HR policies) made for effective utilization
* **Computer Lab (Technical Intern), Bhubaneswar on National Population Register, 1st May to 31st July 2011**
* Web page designing and end user interfaces
* Data entry work

# Academic TRAININGS / ACHIEVEMENTS

* Certification in C, C++, C#, Basic Java, ASP, .NET

# COMPUTER PROFICIENCY

* Languages and skills: C, C++, DBMS, C#, Basic Java, Oracle, PL/SQL, Unix
* Platforms: Windows 7, Windows 8, Windows XP, Ubuntu, Oracle 9i, Oracle 10g
* Applications: Ms Excel, Sharepoint, Ms PowerPoint, Ms Word

# INTERESTS / EXTRACURRICULAR ACTIVITIES

* A member of Bharat Scouts & Guides group and Event manager in college level cultural fests.
* Core team volunteer in **99th Indian Science Congress 2012**.