###### **Shalini Saurav**

###### **Incident Manager**

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**Professional Summary**

Having 4+ years of IT industry experience with extensive experience in Incident management.

* Accomplished ICT professional with excellent leadership and decision-making skills. Extensive experience dealing with critical and major incidents, SLA requirements and interfacing directly with customers.
* Well versed in ITIL methodologies and instrumental in developing refined process models for delivery.
* A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Having a proven ability to lead by example, consistently hit targets, improves best practices and organizes time efficiently.
* Now looking forward to work in an organization, where I can provide benefits to the company’s business with my ability and experience and it helps me to improve my skills in technical and intellectual prospect.

**Educational Qualification**

* B. Tech in Electronics & Communication from **Bharath University**, Chennai in 2015.

**Experience**

* Worked as Incident Analyst for **Pratap Technocrats Pvt Ltd (Huawei)**, Bangalore from 12th June 2018 to 21nd Jan 2019.
* Worked as Incident Analyst for **Steelman Telecom Pvt Ltd (Huawei)**, Bangalore from 22nd Jan 2019 to 27th Nov 2019.
* Worked as Incident Analyst for **Genesis Infocom Pvt Ltd (Huawei),** Bangalore from 28th Nov 2019 to 15th Feb 2023.

**Technical Skills**

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| **Operating Systems** | Windows 98, 2000, 2003,2008 |
| **Ticketing Tools** | BMC Remedy, JIRA, Service Now. |

**Project Details**

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| **Project Name** | Vodafone Qatar |
| **Company** | Huawei Technology India PVT LTD. |
| **Date** | June 2018 to Feb 2023 |
| **Designation** | Incident Analyst |

**Contribution:**

* GNOC Incident Analyst on the managed services project (Fixed line/ wireless and Mobile operations), managing and leading a team of 40+ engineers (working in the domains of Core, RAN, IN, VAS, Transmission, IP, IMS and ISAM).
* Handling escalation management, weekly, monthly delivery call and quarterly performance review.
* Handling Bridge calls for all the Critical and Major Outage cases. End to end responsible for all the Critical and Major Outage incidents and escalations.
* Handled Escalations from customers for long pending cases and for the incidents which are about to breach the SLA for E2E coordination with various team and getting the issue resolved within the SLA.
* Successfully working towards the customer satisfaction as the top priority for my project.
* Review of services and performance against SLA/OLA and KPI.
* Lead and manage internal delivery teams to review incident problems and other operational issue.
* Mentored the team in setting up processes for monitoring, troubleshooting and setting up service levels for these tasks.
* Major activities included efficient tracking of event management, incident management, problem management, documentation of processes, overall coordination & sharing of client expectations and agreed service levels.
* Handling Escalations from customers for long pending cases for E2E coordination with various team and getting the issue resolved.
* Handling technical Customer complaint.
* First level analysis on the issue and assign to concern team.
* Coordinating with customer and concern stake holder for High and Critical Priority issue to achieve the SLA
* Broadcast Daily, Weekly and Monthly performance dashboard and monthly KPI with customer as well internal management.
* Sending notification with key point with customer and internal management for High and Critical severity issue.
* Service Desk team of a global service provider for their Qatar country project, accountable for all the customer complaints incidents/ Escalations.
* Handling escalation management, weekly, monthly delivery call and quarterly performance review.
* Successfully worked towards the customer satisfaction as the top priority for my project.
* Participated in analyzing the requirements for the project which included resource requirement, infrastructural, resource Identification and hiring, Training and process certification of the team.
* Building a GLOBAL TRUST on the Helpdesk Support front per se for my project team which was recognized by clients. This has been indeed a very satisfactory gesture till date.
* Do Ticket quality audit on daily basis and report to internal management.
* Good knowledge of tools like BMC Remedy, ITSM, Microsoft excel.