**SHILPA SHREE**

**E-mail**: Shilpaangel97@gmail.com **Contact**:  +91-7993145439(Only SMS)

Hearing Impaired.

# **CAREER OBJECTIVE:**

Seeking for a challenging position as a professional where I can utilize my skills and gain further experience to organize and coordinate multiple tasks, build strong customer relationships, and communicate effectively with all levels of an organization.

**PROFESSIONAL EXPERIENCE:**

* Currently working in **FIS (Fidelity Information Services)** Bangalore as ***Systems Operations Analyst II*** since May 2019.
* Worked as ***Senior Surveillance Specialist*** in **Synchrony,** Hyderabad from June 2017 to Apr 2019.

**EDUCATION DETAILS:**

* Master of Business Administration with Dual specialization (Finance and Marketing) from St Martin’s PG College of Technology (Osmania university) 2012.
* Graduation in Bachelor of Commerce from Sai Sudhir Degree College, (O.U) 2010.

**TECHNICALS SKILLS:**

Operating System          :   Windows, Z/OS

IBM Mainframe Skills    :  TSO/ISPF,SDSF

Batch Monitoring Tool : BMC Control-M

Ticketing tool                  :  Case Management System (CMS), ServiceNow, Star

**Project #1:**

Organization : Fidelity Information Services Pvt Ltd

Client : Brown Deer Operations Center (BDOC)

Designation : Systems Operations Analyst II

Duration : May 2019 to till date.

Environment : UNIX

Tools & Technologies : BMC Control-M, Service now, Abend tracking system.

**Roles and Responsibilities:**

Skilled in BMC Control-M having experience of 3.5 years in control M monitoring.  
From BMC Control-M ,I was performing the below task as per my core activities.  
  
☆Batch operations like Rerun, Run now(Bypass condition),set to ok,kill,hold /delete the jobs.  
☆ Performing Adhoc requests like Loading the jobs folder wise , single jobs requested as scheduled date or force order on particular date as per the given request by application team or senior analysts.  
☆Modifying the changes in job properties like start and end time of the job, conditions change or remove, changing the parameters,overlibpath/file, host groups.  
☆Resetting the jobs to the required condition as requested by apps teams.  
☆Ensuring smooth service delivery at times when there is any outage ,Ipls or resource shortage.  
☆Actively monitored batch jobs in monitoring view and GAS(alert screen) and escalated issues to the application team to meet batch SLA.  
☆Communicating and following up with the application team/stakeholders of multiple application for optimal maintenance of batch flow by working in 24\*7 support.  
☆Good communication skills with clients by working with offshore and onshore as intimating batch issue and performed activities as per their requests.  
☆Giving KT to new joins on the monitoring with maintaining the SLA by simultaneously monitoring .

**Project #2**

Organization : Synchrony, Hyderabad

Designation : Senior Surveillance Specialist

Duration : June 2017 to Apr 2019.

Role : In-handling Consumer Quality Assurance (CQA) in Payment Surveillance   
 Group (PSG)

**Roles and Responsibilities:**

* Review the details of customer's scanned check and entering in the database of Payment Process and Surveillance.
* Allocating the samples to the team.
* Communicating and confirmation with the client on samples defects and updating on the PPAS.
* Validating of the keyed samples on the daily basis for giving 100% quality.
* Cross trained in commercial waivers surveillance

**ACHIEVEMENTS:**

Recognized and awarded for the outstanding contribution towards the **PDN (People with Disability)** growth and success.

**PROFESSIONAL COURSE:**

Completed ITES-BPO from Deaf Enabled Foundation partnership with Tech-Mahindra Foundation SMART Plus from 10th April 2017 to 10th June 2017

**EXTRA CURRICULAR ACTIVATES:**

* Apart from the process, I was a member of PDN (People with disability network) in which I helped with hiring of new and creative talents with diverse skills.
* Member of many affinity networks like (APEN, LGBT) WOMEN’S network and have volunteered in many activities.

**SKILLS:**

* Adherence to compliance and critical metrics Strict adherence to SLAs.
* Perform assigned work in a directed manner and stipulated time.
* An effective communicator with abilities in coordinating with team during the project phase, training & guiding team members and enabling knowledge sharing among the team.
* Strong collaboration and team building skills with ability at grasping new concepts quickly and utilizing the same in a productive manner.

**PERSONAL INFORMATION:**

Father Name : Raj Shekar

Date of Birth : 25th January 1990.

Languages Known : Telugu, Hindi, English, Kannada, ISL, ASL

Marital Status : Married.

**DECLARATION:**

I hereby declare that the information mentioned about me is true and to the best of my knowledge.

Date:

Place: **SHILPA SHREE**