

**Overview**

* A senior technical writer with ITIL experience and progressive work experience in technical documentation, business process analysis, document writing and training.
* Have been responsible for preparation of a wide variety of process documents. These include user manuals, operation manuals, online-help, training materials, requirements and documents, quick-reference guides and work plans.
* Participating and Managing documentation projects, especially authoring, editing, reviewing, and producing end user content, online help, implementation and operations documents, reference guides, strategy brochures, release notes, data sheets, product overviews and training tutorials.
* Experience in working with subject- matter experts to gather information, identify relevant data and audiences.
* Participating in all phases of process designing life cycle, especially working with clients and technical groups to devise release process models and project plans, and write functional design and business requirements documents.
* Good knowledge on various Research methodologies and have ability to describe various processes in concise and professional manner.
* Have experience in writing research proposals, research articles and blogs.
* 12 years of experience in Process Implementation, Process Gap assessment, Process Consulting, Service Delivery & Improvement, IT Operations and Project Management.
* Metrics Management: Define and build reports, metrics and dashboards for processes, scorecards, and performance plans, gap analysis of contractually agreed performance metrics vs published, metrics benchmarking.
* Produced high quality documents that are easy to understand
* Managing and tracking SLA/OLA, Breach analysis, planning corrective and preventive actions, presenting weekly & monthly audit reviews, managing service improvements, providing inputs on strategic reviews and ensuring reporting at operations levels.
* Certified ITIL V3, working knowledge on ServiceNow and pursuing Service Now certification.
* Worked extensively on ITIL based Service Management Processes with implementation experience of ITIL framework and tools supporting the same.
* Knowledge on service management tools like Service Center, Service Manager, Service Now, Asset Manager, Knowledge management system, Change Control Systems, OTSLM etc.
* Exposure to Industry sectors like Retail, Banking & Finance Services and Insurance. Experience handling engagements with different types of delivery models such as Managed Services, Shared Services and Staff Aug.
* Implemented new processes to dramatically increase support service efficiency, which included clearly defined team roles and key responsibilities to ensure ownership of all tasks
* Specialized in process gap and maturity assessment for Change, Problem and Incident Management in line with ITIL best practices.
* Coaching, mentoring, appraisal, supporting and developing staff through evaluating and organizing training needs
* Enabled continual service improvement for various projects.
* Ability to manage project in a highly diversified, consistently changing environment. Liaise effectively with senior management to present recommendation for operational improvement.
* Possess leadership characteristics in team development. Coaching and mentoring skills, strong implementation skills and a proven track record in meeting and exceeding client expectations.
* HP Storage and Servers (SAN, Disk Array, Fiber Channel) Windows Admin, Remote Support to Onsite Engineers, Training, Project Management and Quality.
* Excellent communication, conceptual, Level 1 and 2 internal and external support, monitoring and maintaining equipment, Escalation Management, Analytical problem resolution, Change/ Incident/ Problem Management, implementation, installation, configuration, datacenter technologies, troubleshooting for various technologies for medium to Global Enterprise environments

ACHIEVEMENTs

* Won several monthly and Quarterly Performance Awards in HP on a regular basis.
* Appreciations from clients and Account Managers.
* Appreciations from Region Managers for working towards improving Customer experience.
* MBA (Information Technology): 2009
* Bachelor of Science: 2004
* Intermediate: 2001
* High School: 1999
* Server+ Certified (Internal Certification from HP)
* Storage Engineer Certificate (Internal HP)
* ITIL V3 Foundation Certified
* Pursuing Service Now Admin certification
* Pursuing PMP Certification

Education and Certifications

**Technical Skills**

**Technology**:

* HP MSA, Tape Libraries, NAS, Autoloader, Storage Servers, San Switch, EVAs, Disk Enclosures, Virtual Storage, HP Storage Management Software, ESL and MSL Tape Libraries.
* Hardware Solutions for HP Proliant and Blade Servers.
* RAID in the Disk Arrays, Blade Servers - P and C Class, HP Management Devices, Storage works, HP UPS, TFT 5600 and TFT 7600, HP SIM - System Insight Manager, SMH - System Management Home Page, ILO - Integrated Lights Out.
* VMware for windows machines by implementing virtual machines with ESX servers.
* Implementing DL, ML Proliant Servers and MSL, EML, ESL, VLS library.

Experience

Cognizant Technology Solutions

Duration: Dec 2014 – June 2017

#### Role & Responsibilities:

* Drive implementation of ITIL Framework across various engagements
* ITIL process implementation and process health check by close partnership with various technology towers and customer focal point to meet the requirements of both internal and external teams.
* Process documents writing and defining it.
* Support delivery teams in the ideation of continual service improvement themes and provide ongoing support and mentoring in the execution
* Ensure compliance of engagements with the ISO 20000 standard throughout its tenure
* Delivery assessment, SOW and Contract review
* Experience in handling multiple accounts like Loblaw Service Desk, Loblaw Infra Support, Loblaw TEMS Support, Wellington Management Company, Ally Bank, Corelogic Real Estate Solutions and JPMC.

#### Project Management/ Customer Experience Management – Internal IT helpdesk

#### Role & Responsibilities

* Provided support to operational units in implementation of improvement plans based on customer feedback.
* Involved in defining, collecting and consolidating metrics across towers and identifying recurring issues in the domain.
* Accountable for all the activities related to total customer experience and metric improvement.
* Deliverables involved generation of trend analysis reports across the metrics of the domain at desired frequencies and sharing the findings and improvement plans and listing out the action items in consensus with the operation team.
* Involved in developing and implementing action plan for non-performers and sharing the findings with operations on gap observed during trend analysis on various operational metrics.
* Provided direction and improvement action plans for enhancing performance metrics.
* Part of the data team which supported the process improvement / re-engineering initiatives by performing statistical analysis in various data related formats, utilizing statistical tools.

Hewlett Packard Global soft

**Duration**: 7 years 2 months

**Project**: Storage and Server Support

Role and Responsibilities:

**Technical Solutions Consultant (Storage & Server)/Case Manager (Storage Solutions) / HP Notebook and Desktop Support**

* Involved in transactional monitoring which involved processing performance monitoring - closely observing and auditing processes, conducting periodical checks to ensure compliance.
* As a part of data analysis team, worked continuously to decrease DSATs to drive and track performance of the team to the next level.
* Developed and implemented action plan for non-performers.
* Developed and maintained quality process standards, applying technical expertise for data analysis, demonstrate understanding of the technical concepts; methods and practices used by direct reports and provide guidance.
* Focal point for all escalations to ensure that all metrics and support related elevations were dealt with against the documented SLA
* Worked closely with associate support groups and quality analysts to ensure all DSATs with respect to customer corrective action and internal corrective action to be close looped.
* Hands-on experience on HP MSA, Tape Libraries, NAS, Autoloader, Storage Servers, San Switch, EVAs, Disk Enclosures, Virtual Storage, HP Storage Management Software, ESL and MSL Tape Libraries.
* Performing end-to-end incident management. Responsible for time-critical User Service/ Infrastructure restoration, technical troubleshooting within complex IT systems environment. Working with customers, internal IT and infrastructure teams, third party data providers etc. throughout the service restoration process.
* Providing regular incident and change notifications (planned & unplanned) to impacted lines of business and senior managers with appropriate data including business impact, application affected and relevant details regarding incident resolution.
* Creating and updating Remedy tickets for change and incident management to document monitoring and recovery steps. Capturing incident follow-ups and completing formal post implementation reviews.
* Escalating and communicating in a timely fashion the status of major incidents and problems with IT and business stakeholders including executive management.
* Liaison with Major Incident Managers (MIMs) to track high priority service related incidents and ensure root cause analysis and fault resolution is coordinated and delivered to avoid recurrence of issues.
* Providing Hardware Solutions for HP Proliant and Blade Servers.
* Configuring and troubleshooting RAID in the Disk Arrays, Blade Servers - P and C Class, HP Management Devices, Storage works, HP UPS, TFT 5600 and TFT 7600, HP SIM - System Insight Manager, SMH - System Management Home Page, ILO - Integrated Lights Out.
* Work related with VMware for windows machines by implementing virtual machines with ESX servers.
* Implementing DL, ML ProLiant Servers and MSL, EML, ESL, VLS library. 24x7 technical support to customer.  
  Define and analyze customer’s existing hardware, Infrastructure and Applications.
* Prepare Knowledge Base Documents & upload the same on SAW (Services Access Workbench internal website).
* Participated as a member of interview panel.
* Installation and configuration of wireless Broadband Routers & Wireless Access Points.
* Part of research team to find solutions for known issues.
* Installation and Configuration of LaserJet, Color jet & All-in-one Printer.
* Working Knowledge of Microsoft Word, Microsoft Excel, Microsoft PowerPoint.
* Installation, upgrade and troubleshooting of Win2000/WinXP/Vista/Windows 7.
* Installation and Troubleshooting of Windows server 2003 & 2008.
* Creating and managing user profiles.
* Connecting and Configuring PCs for use on LAN.
* Used to rectify Hardware/Software/LAN issues for end users.
* Antivirus installation, updating and monitoring.
* Repair/recreate corrupt user profiles in MS Outlook.
* Network Printer configuration, Desktop and Laptop Installation issues.
* Up-selling new products like HP Printers, Laptops, I-paq, Tablet PC’s, desktop computers and other accessories.
* Hands on experience on OPT Ticketing tool / Microsoft products & Packages / Avaya CMS / HP provided tools.
* Coordinating with L2 and L3 support for Hardware / Software related issues.

24/7 Customer

Duration: 8 Months

Project: Customer Support - Programming Credit Card Swiping machines

Role and Responsibilities:

* Processing the Programming changes as per the customer’s request.
* Help them Programming the Receivers.
* Taking Inbound calls to reply to customers’ billing and general queries.
* Making outbound calls to gather information needed to resolve the customer’s issue.

Scheduling onsite technicians visit.

**HSBC EDPI**

Duration: 1 year

Project Abstract: Banking Services

Role and Responsibilities:

* Was one of the strongest resources of HBOS (HSBC Offshore) payments team.
* Involved in training/ new team formation.
* Make regular calls to relationship managers in U.K., book-in treasury deals and call the treasury to inform about the incoming payments.
* Was responsible for cascading updates to the team.
* Liaise with business area and find solutions to difficult scenarios of the process.
* Creation of the accounts incorporating customers details from their applications.
* SPOC for all process related queries.

**Personal Details**

Name (In Passport): Ankita Raj

Contact Number: +1 785 438 8671 / +1 785 215 7690

Hobbies/ Pass time: Playing/spending time with my son, Travelling, Fishing, Temple Activities, Dancing, Reading books and blogs, Gym.