1.100 % adherence on planning of pre-approved and standard change control. Document the Planning in a way that anyone who has minimal knowledge on the system can understand.

2. Deliver within agreed level of defects and rework. Post Production Defects not more than 2% of the tasks or user stories.

3. Zero P1/ P2 incidents because of Change caused by wrong implementation plan or deployment.

4.100% ticket resolution within SLA for incidents, change and problem management tickets. Ensure that ITIL process is strictly followed during Change, Incident and Problem management. No variance due to engineer.

5.<% incident outside SLA on the INC grabbed or assigned by the SRE lead

6. Ensure to attend the War room on the first page ( < 5 minutes ) when assigned as on-call resource. Drive the war room appropriately.

7. Become SME in Genesys OMNI migration for SNI

8. Continue working on other platforms (PBX, ICM, Routing Services, Conversation Manager, Lightspeed) to increase T score on each platform by 20%. Complete tasks on User Stories instead of only shadowing this will help increase knowledge and T score.

I have created a best practice in the team to make sure we create a pre-approved change to whatever change we make in the ICM scripts and Genesys GRAT rules.

In ICM scripts I made sure that we inform the resource who has made change prior to our change that we inform are changes are also safe and doesn’t get overridden in moving the changes to Prod. Also the planning tab is documented very detailed and reviewed thoroughly by the SRE lead and then approved.

When I work on any task/Project I make sure to have a word with the Business to understand what their requirement is to avoid last minute confusion/war room. After working on the changes I ensure someone from the team to QA the changes I do to avoid Post Production defects.

None of my changes have caused any P1/P2 Incidents in the past few Quarters.

I’ve followed the SLA breach process on any Incidents, change and Problem tickets. As a certified ITIL intermediate expert I always followed the process and try to pass the knowledge to my peers as well.

During my on call schedule I have always joined all the war rooms within 5 minutes as a primary resource and indulge the team necessary as per the LOB incident. Coordinating with our teams and make sure to understand the issue and working on the initial research on the issue is something I always try to do.

Worked on various different projects in Genesys and already SME for Genesys(Gladiators)

F223429\_PRJ162287 SUB PRJ16228 SNI - Equity Health CCS E&I

SNI PRIME Quick Assist skill deploy-US1744030

US1720768 - Apple SNI to Legacy Routing

[US1357205: PRJ143743 SUB PRJ143741 Simplify UHC Employer Broker IVR - Call Testing Environment Phase I TFNs](https://rally1.rallydev.com/#/96544449120d/detail/userstory/257134149724)

[US1836033: SIVR 3 new TFNS for 6/25](https://rally1.rallydev.com/#/96544449120d/detail/userstory/312404330928)

[US1841122: Rapid Response EDP Pilot CR-29674](https://rally1.rallydev.com/#/96544449120d/detail/userstory/312919460984)

In addition to this I simultaneously work on the legacy products like PBX, ICM, Routing Services, ICNi, BIE, CUCM and also trained the new joiners on all the Legacy products. I believe I have improved drastically in my T-score as I worked on almost Legacy/OMNI products that are existing.

\*\*CODE OF CONDUCT\*\*

- Awareness and compliance to Information security and risk guidelines.

- Strict adherence to all regulatory issues and compliance to internal controls.

- Compliance with Group, regional and local compliance policy.

- Adherence to Integrity (Any integrity case should not report for employee)

- Adherence to Training attendance guidelines.

\*\*OPERATING DISCIPLINE AND COMMUNICATION\*\*

1. 100 % compliance on communication between onshore and offshore team member (No escalations)

2. Provide Proactive and prompt communication to all stakeholders and TCC for any war rooms. Send summary email and impact communicator as applicable.

3. 100 % compliance on PPMO and Internal Timesheet

4. Strict adherence to all regulatory issues and compliance to internal controls. Compliance with Group, regional and local compliance policy

5. Compliance issue on mandatory learnsource training

6. Leave plan according to the project requirement.

7. Compliance on OT and shift allowance.

8. Willingness to change shift or extend time when required based on mutual agreement with supervisor or SRE Lead

9. Demonstrate punctuality in attending all internal and external meetings.

10. Proactive and Prompt communication to all stake holder including business and onshore for any work so that they don't have to follow up.

11. Proactively update user stories without follow up from Scrum master / SRE Lead / Product Owners.

1. Knowledge on Agile process [KANBAN / SCRUM / SCRUMBAN] OSAM. Complete trainings in Learnsource

2. Improve delivery by proactively taking intiative to complete more tasks and complex user stories.

3. Improve cycle time by 10% from last year in next 6 month.

4. Expected to ensure 100% core work is in rally and follow proper work engagement process (Capacity planning, backlog management, time entries and coordination)