###### Ganga Bhavani G

IT Service/IT Helpdesk Coordinator

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**CAREER OBEJECTIVE:**

Seeking a better & responsible position in an organization that provides me an opportunity to enhance my personal and professional skills in conjunction with goals and objectives of an organization.

**PROFESSIONAL SUMMARY:**

A highly self-motivated and dynamic IT professional with 5 + years of experience in IT service management and incident management. having excellent communication skills and leadership qualities with the ability to motivate and support teams to perform at their best in providing excellent service and developing ongoing, profitable client relationships.

**EDUCATIONAL QUALIFICATION:**

* Degree B.A in Andhra university in June 2010 with 57%.
* Intermediate from IPE-Andhra Pradesh in 2005 with 54.5%.
* SSC from Board of Secondary Education of AP in 2003 with 63.8%

**TECHNICAL SKILLS / HANDS ON EXPERIENCE:**

**Office Suites :** MS Office /O365, IBM Lotus Symphony, Open Office, WPS Office

**ITSM Tool :** IBM Maximo, IBM ICD

**MIS**  : IBM Dashboard Application Services Hub with MS Excel Macros

**Operating Systems :** Win (XP, 7, 8.1 and 10),

**Service Desk** : Support experience through Self Service, Phone & E-Mail

**Other Skills :** IBM TRC Controller, L1 Troubleshooting in various list of H/W and S/W) etc.

**EXPERIENCE SUMMARY:**

**IBM India Pvt Ltd [IND Innovation Pvt Ltd]**

**Role** – IT Service/Helpdesk Coordinator (From JULY 2017 – APR 2021)

**Work Summary**

* Receiving the calls from customers and logging the ticket and assign to the concern teams.
* Coordination between the customer and various IT teams.
* Resolving incoming client and personnel IT queries remotely via self-service email and phone.
* Taking ownership of Incidents and Problems assigned to team through to resolution as per SLA.
* First point of contact for all IT related queries.
* Providing first level support for all IT queries through remote.
* Taking the daily report and follow-up with concern teams to close the issues and same updated in the Tool.
* updating the work log on daily basis of assigned ticket in Ticketing tool.
* Handle customer escalations effectively and ensure timely closure of all calls within SLA.
* Responsible for the effective implementation of the process "Incident Management" and carries out the respective reporting procedure.
* Monitor the incidents to ensure that the Service Level Agreement (SLA) are adhere
* Identify, initiate, schedule and conduct incident reviews with the Team.
* Ensure Closure of all incidents in Tool with all the supporting work logs.
* Review monthly customer feedback through customer review database.
* Handle and develop good relations with principle vendors.
* Responsible for Quality Check reports of the sites on daily basis.
* Participate in Incident review following major Incidents

**IBM India Pvt Ltd [3i InfoTech]**

**Role** – Regional Technical Coordinator (From AUG 2016 – JUNE 2017)

**Work Summary**

* Coordination between the customer and engineers.
* Taking ownership of Incidents and Problems assigned to I Team through to resolution as per SLA.
* First point of contact for all IT related queries.
* Providing first level support for all IT queries through remote.
* Handle customer escalations effectively and ensure timely closure of all calls within SLA.
* Periodic review meetings with PM to ensure service quality levels are as per SLA norms.
* Review monthly customer feedback through customer review database.
* Handle and develop good relations with principle vendors.
* Customer service Improvement rating target.
* Responsible for Service Delivery Audits on monthly basis for the sites.
* Responsible for Quality Check reports of the sites on daily basis.
* Responsible for daily reports of desktop.
* **OEM MANAGEMENT:**
* Logging the under-warranty cases with concern OEM, obtaining the ticket and tool updation.
* Escalation of calls to concern Vendor Team after first level problem Isolation.
* Track inventory for any items sent for repairs and follow up for Replacement.
* **HELPDESK MANAGEMENT:**
* Maintaining SLA`s as per company policy.
* Managing movement of Engineers on emergency basis and call closure
* IBM Maximo incident tool updation.
* Maintaining Engineer Productivity.

**AIMS E-School**

**Role** – Primary Class Teacher (From JUNE 2012 – APR 2016)

* Lesson planning and preparation
* Creating learning resources
* Attending parents' meetings
* Preparing for inspections
* Running extracurricular activities
* Undertaking professional development.

**PERSONAL KEY COMPETENCES:**

* Leadership and resource management skills.
* Able to take responsibility for actions and outcomes.
* Proactive and Fast Learner.
* Excellent customer facing skills.

**PERSONAL INFORMATION:**

* Date of Birth : 11/07/1988
* Gender : Female
* Marital Status : Married
* Nationality : Indian
* Languages : Telugu & English.

**DECLARATION:**

I hereby declare that all the statements in the curriculum vitae are true to the best of my belief.

Signature

**(Ganga Bhavani G)**