**Sruthi Arani Ramesh** *sruthiramesh93@gmail.com*

*+528186057407* ITSM Specialist & QA Control Analyst

*Monterrey, Nuevo Leon, Mexico*

Dedicated ITSM Specialist and QA Control Analyst with 1 year of experience in managing Service Desk operations, incident and request management, and quality control. Skilled in ITIL-based processes and cloud-based contact center solutions using **Amazon Connect** ("Cloud Contact Center and Customer Service Software"). Proficient in handling service requests, incident resolution, and continuous service improvement, with a focus on service quality. Currently employed at Hexaware, Mexico since September 2023.

# Core Skills

# IT Service Management (ITSM)

# Amazon Connect (Cloud Contact Center and Customer Service Software)

# Incident Management & Resolution

# Quality Assurance (QA) and Control

# ITIL Processes and Best Practices

# Service Desk Management

# Knowledge Base Management

# Customization of Outage Messages

# Telephony Systems Management

# End-User Support & Communication

# SOP and Process Documentation

# Triage and Issue Escalation

# Work Experience

**ITSM Specialist & QA Control Analyst** Sep 2023 - Present

*Hexaware, Mexico, Client - AmeriHealth | USA*

* **Single Point of Contact (SPOC):** Serve as the primary service desk contact for authorized end users to report incidents and service requests via phone, email, or Amazon Connect.
* **Amazon Connect:** Utilize Cloud Contact Center and Customer Service Software (Amazon Connect) for managing service requests and incident reports, ensuring efficient ticketing, tracking, and resolution in line with SLAs.
* **Incident & Request Management:** Managed the end-to-end process for incident and service request handling using Amazon Connect, maintaining service levels and prompt resolution of issues.
* **Knowledge Base Management:** Responsible for maintaining a centralized Knowledge Base, providing troubleshooting guides, escalation procedures, and resolution documentation for service desk analysts.
* **Contact Center & Telephony System:** Consulted on optimizing the Amazon Connect telephony system, ensuring smooth operations and enhanced end-user experience.
* **Custom Outage Messaging:** Collaborated with stakeholders to customize and update outage messages in Amazon Connect, ensuring clear and timely communication to users during downtimes.
* **Escalation and Triage:** Consulted on triaging complex issues beyond the Service Desk, ensuring accountability for escalated issues and tracking them to closure.
* **Service Desk Documentation:** Assisted in the creation and review of SOPs and process documentation, ensuring alignment with service desk and quality assurance standards.
* **QA and Process Improvement:** Involved in reviewing and approving service desk solutions, SOPs, and processes, ensuring continuous quality improvement and compliance with best practices.

# Education

**Rajalakshmi Engineering College, Chennai** Jun 2013 - Jun 2015

**Master of Business Administration -** GPA 7.83

**SSS Jain College, Chennai** May 2010 - May 2013

**Bachelor of Commerce** - GPA 7.5

# Visa/Work Authorization

**US B1/B2 Visa Holder**

**Mexico Permeant Resident**

# Languages

**English** *(fluent)*, **Tamil** *(fluent)*