Swati Srivastava

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Global Deputy Manager- 11.2+ Years of Experience

- An astute professional with around 11.2+ years of IT experience, currently handling the global change management team.
- 6 Years + of experience of change management and service delivery management in operations in complex multivendor environment ensuring SLA been met all the time without fail.
- 🔖 Analyzed results, prepared key presentations, dashboards, reports and recommendations for change management
- Working closely with ITIL practices and following the process of Change, Incident and Problem management ensuring SLA is met without failure.
- Accountable for overall service transition from Client Side.
- Managing and chairing the Client Operations call, Improvement forums, CAB discussions and acting as an Escalation point for changes.
- Excellent oral and written communication with strong Analytical, Negotiation and Team building skills
- ♥ ITIL V3 Certified, and have exposure to Networks, Database etc.

ACADEMIC CREDENTIALS

- Bachelors in Computer Application, Punjab Technical University in 2012
- Masters of Business Application (Project & Operations Mgmt. & IT), Swami Vivekanand Subharti University in 2020

TRAININGS ATTENDED

- ♥ ITIL V3 Certified.
- ♥ M.C.S.E and D.I.S.M (Diploma in System Management)
- Six Sigma Yellow & green Belt Training.
- ♦ SharePoint Administration 2013
- ♥ ITIL V4
- ♥ Lean Foundation
- ♥ IT Service Desk Management
- ♦ Agile Foundation
- ♦ Change Management Foundation

AREAS OF EXPERTISE		
-Service Delivery	- Team Leadership	- Change Management
- Project Management	- Performance Management	- Trainings
- Client Escalation Management	- Problem Management	- Reporting
- Strategic Thinking	-Service Improvement	-Service Management
-Incident Management		

EMPLOYMENT HIGHLIGHTS

Technip FMC (Sep 2021 - Present)

Department: Information & Digital Services

Role: Global Deputy Manager (Change Management)

Tools: Service Now, MS Office, Symphony

Leading change management activities within a structured process framework. Develop a strategic approach to managing change and support operations in the field of change management. Evaluation of change impact and organizational readiness to limit potential risk.

Responsibility:

 To monitoring the effectiveness of the change management process and make recommendations for improvement.

- Responsible for all client, CAB's, Service management weekly, bi-weekly and monthly calls.
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- As part of the Service Integration, manages the process across all Providers by frequently reviewing Change reports from all Providers.
- Manage the governance of the life cycle of changes and make sure that only authorized changes are implemented.
- · To manage relationships and coordinate work between different teams at different locations
- Create change management strategy
- Responsible for communicating and implementing the overall direction and management of the Change Management Process.
- Work with technology, applying relevant influence to ensure key change initiatives are delivered successfully.
- Drive consistency in structure, approach, content and quality of change deliverables.
- Scrutiny of high priority and/or high risk changes.
- Carrying out Post Implementation Reviews(PIRs) of changes.
- Identifying and defining standard changes and acting as the formal approval of those within a given sector.

British Telecom Gurugram

(Sep 2015 till Sep 2021)

Project: Zurich Insurance Group

Role: Global Change Manager (Lead Consultant Manager S&IT)

Tools: Service Now, NGSD, Remedy, EQMS, MS Office

As a Global Change lead, my responsibility includes preparation of a broad range of reports, PowerPoint presentation and dashboards for performance and service deliverables to the client.

As well as managing a team of 6 change consultants and ensuring that they are providing quality and timely service. Also responsible for handling client escalations and gueries and published

The dashboard for successful and failed changes. To bring the value to the business, I collate data, do data analysis and publish reports to higher management and Stakeholders.

Responsibility:

- Lead the overall change management function for the account accountable for improvements to the overall service quality and associated KPIs and Key Measures.
- Serve as the primary, single point of contact / interface for the client for all change management issues and communications.
- Manage and coach all change consultants in this area; developing the overall function for the account and helping the career growth, development and constant learning of the entire team.
- Ensure all change management activities are delivered in a quality and timely manner
- Understanding the client's view, demand and accordingly taking the appropriate step and/or changes.
- Preparing affected business areas for transition the new ways of working.
- Responsible for all client, Service management weekly, bi-weekly and monthly calls.
- PowerPoint decks to produce clear concise and professional presentations quickly for Client
- Managing and creating process documents.
- Accountable for overall Service Transition

Project: Lloyds Banking Group Role: Subject Matter Expert

Tools: Expedio OM, Snow, Remedy, Putty, MS Office

Responsibility:

- Provide administrative support to the reporting team and work as per the directives of senior management.
- Development & preparation of a broad range of reports and complex analysis focused on program performance deliverables.
- Applied and maintained consistency of the presentations for the process.
- Produced routine, and ad hoc reports, to respond to immediate customer request.
- Provide inputs and ideas for the continuous improvement of the reporting process and develop and implement Reporting efficiencies.
- Provide timely status reports, dashboards and metrics, presentations, SharePoint website development and archiving for Team.

- Chasing with different teams to complete the request & to maintain the overall SLA.
- Designed, developed and managed performance metrics, reports, analysis, dashboards; drove key
- business decisions to managers
- Understanding the client's view, demand and accordingly taking the appropriate step and/or changes.
- Working for the Tracks IMACDD,T1 Operational change, inventory & CAT5
- Managing the overall end to end project and Change Management for the project.

Tech Mahindra Ltd

(Nov 2010 - Sep 2015)

Project: British Telecom (Technical), West Coast University (USA), Bell Canada Designation- Sr. Technical Support Associate

Responsibility:

- Handling tickets and interacting with Clients via phone calls & e-mails.
- Organized and gathered data requirements for reporting projects.
- Produced routine, and ad hoc reports, to respond to immediate customer request.
- Working for the Tracks MMVOIP,T1 Operational change, IMACDD & CAT5
- Raising tickets in Expedio OM
- Monitoring queue on Smart & Expedio.
- Actively conduct and gave valuable suggestions in knowledge sharing forums to make process workflow
- More efficient.
- Understanding the client's view, demand and accordingly taking the appropriate step and/or changes.
- Assure 100% SLA met.
- Chasing with different teams to complete the request & to maintain the overall SLA.
- Conducted training sessions for the New Members.
- Attend Weekly call with Client to discuss track related issues
- Updating daily assignation & adhoc requests tracker.
- Aging analysis of the pending requests & sharing it with client.
- Contributing to team effort by accomplishing related results as needed
- Actively attended various project meetings and provided status and gathered essential information.
- · Provide administrative support to the team and work as per the directives of the team leader

NOTEWORTHY ATTAINMENTS

- 🔖 Got various client Appreciations and have been promoted twice in British Telecom.
- ♥ Got the Best Performance award by BT.
- I have been awarded with Individual (Non-Executive) Award for Excellence in Business Operation by BT Leadership.
- Solution Got Catalyst award for outstanding performance.

PERSONAL DETAILS

Date of Birth 7th March 1988 Marital Status Single

Marital Status Single Nationality Indian