**Pankaj Jangid**

**(BBA & ITIL V4 Certified)**

**66, Suman Vihar, Behind Heerapura Power House, Jaipur 303021**

**M: 9772997789 E--mail: p9772997789j@gmail.com**

**EXPERIENCE**

**MetLife GOSC Jaipur**

**TEAM LEADER, OPERATIONS**

12/2021 – Present

* Working as a Team Leader and IC role in IT operations where managing a team of 10 resources and ensure that all key metrics of performance as per the Client SLA are met and exceeded
* Working for IT infra change management on Service NOW tool
* Working as Federated change management approver where all change tickets are created followed by change management guidelines with in organization
* Responsible for change ticket authorization
* Manage team performance and responsible for the overall development of the team
* Manage and strengthen Client Relationship
* Handle escalated requests and guide/assist the team member to provide a best fit solution
* Drives continuous performance improvement for business results. Given 7 value stories as a part of business improvement
* Leads and directs the workforce in problem identification, problem solving and implementing continuous improvement measures

**MetLife GOSC Jaipur**

**Specialist, IT operation**

10/2019 – 12/2021

* Handling all change requests using **Service Now** tool being part of Change Management team
* Review, Approval and Rejecting the change requests
* Handling CAB calls
* Auditing Change, Incident, Problem and Release Records
* Communicating with requester to clarify their doubts in change requests approval points and educating them to process guidelines
* Creating reports of tickets(change/incident) and providing the same to Sr. Management
* Handling B2B calls on daily basis.
* Providing Knowledge training to the new team members.
* Preparing KT documents.
* Having good interpersonal skills as well as good communication skill and day to day dealing with Global customers
* Creating site level reports

**MetLife GOSC Jaipur**

**SR. Process Associate, IT operation**

02/2018 – 10/2019

* Creating change ticket on Service Now tool
* Auditing Change, Incident, Problem and Release Records
* Communicating with requester to clarify their doubts in change requests approval points and educating them to process guidelines
* Providing Knowledge training to the new team members.
* Having good interpersonal skills as well as good communication skill and day to day dealing with Global customers

**MetLife GOSC Jaipur**

**SR. Process Associate, IT operation**

08/2015 – 02/2018

* Handling Problem tickets on **remedy tool**
* Creating roster for DR testing
* Reviewing DR testing documents
* Having good interpersonal skills as well as good communication skill and day to day dealing with Global customers

**Infosys BPO, Jaipur**

**Process Associat, Banking**

03/2013 – 07/2015

* Worked in **SUNCORP** process for reviewing document of Mortgaged Loans

**EDUCATION**

**Bachelor’s of Business Administration**

**UNIVERSITY OF Rajasthan**

**SKILLS**

* Expert level of knowledge in **Excel, Power Point, ITIL Foundation workshop**
* **Certified ITIL V4**
* **Certified in TALLY**
* **Having Knowledge of Core ITSM (Change, Incident, Problem and Release)**
* Self-motivated, customer-focused, and having an excellent ability to work well with and develop teams
* Well-developed set of analytical skills and capable of learning new tools and things
* Good planning, prioritizing and organization and multiple priority management skills
* Strong interpersonal and communication (both written and verbal) skills
* Strong partnership with capacity planning and scheduling teams to ensure effective service level management/floor management

**Awards AnD Recognitions**

* GEM Award 2018
* GEM Award 2019
* Met Gala Award 2020
* Torch Bearer 2022
* Six Sigma Lean initiative 2022

**Personal Details**

Date of Birth : 04th Dec 1987

Father’s Name : Mr. Radhey Syam

Mother’s Name : Mrs. Geeta Devi

Marital Status/Sex : Married/ Male

Languages Known : English & Hindi

Hobbies : Playing Chess