

PANKAJ KUMAR

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SUMMARY: Certified Product Associate with 1.5+ years of hands-on experience in IT service management, stakeholder collaboration, workflow automation, and business reporting. Skilled in requirement gathering, process optimization, SLA monitoring, and data visualization. Adept at working across cross-functional teams, driving adoption of enterprise tools, and continuously improving systems through feedback loops. Passionate about delivering customer-centric solutions and growing into strategic products and business roles.

KEY SKILLS

IT Service Management | Incident and Service catalog management | SLA Monitoring | Workflow Automation | Process Improvement | Requirements Gathering | SAP Master Data Management | LSMW Configuration | Dashboards | Stakeholder communications | Third party & API Integration | Power BI | JIRA | POP | Wireframing and Prototyping | SQL

EXPERIENCE: QG EBS Pvt Ltd (Quintes Global)

Helpdesk Executive

Jun'23 – Present

- Configured and launched incident and service catalogs tailored to client workflows.
- Automated ticket routing and SLA workflows, improving efficiency by 30%+ and enhancing compliance.
- Created interactive dashboards and reports in Power BI to track incidents, resolutions, and SLA breaches.
- Delivered internal and client-facing training on ITSM tool features and reporting.
- Supported client UAT and led iterative testing for service desk features across 2 major projects.
- Created knowledge base articles and walkthroughs for process rollouts.
- Prepared and delivered Monthly Business Review (MBR) reports, highlighting SLA metrics, top issues, and trend analysis to support continuous service improvement.

Management Trainee

Jan'23 – May'23

- Managed SAP Master Data for procurement and finance; ensured data accuracy by reconciling records across modules.
- Developed 30+ SAP LSMW scripts to automate data migrations, reducing manual processing time by 70%.
- Led a portal upgrade project for IT support, improving user adoption and ticket processing efficiency.

PROJECT: Trinity Biotech

Mar'25 – Apr'25

- Conducted a gap analysis on ITSM workflows and implemented standardized ticket templates.
- Set up automated SLA notifications and created real-time dashboards for workload monitoring.
- Facilitated client training and created SOPs for support teams.

PROJECT: Aptia Softech

Mar'25 – May'25

- Designed ticket workflows and approval chains in ServiceDesk Plus.
- Provided onboarding training and live UAT support to client-side users.
- Configured native mail server integrations and optimized tool settings for the client's environment.

CERTIFICATIONS:

- **Certified Product Associate** by ManageEngine
- **Aha! Product Management Professional Certificate** by Aha! And LinkedIn
- **Becoming a Product Manager: A Complete Guide** by IIBA
- **Data Analytics Essentials** by CISCO
- **SAP Material Management** by SAP Training Academy

TOOLS & TECHNOLOGIES:

- **Tools:** SAP, Manage Engine ServiceDesk Plus, Newgen iBPS, JIRA, POP
- **Analysis & Visualization:** Advanced Excel, Power BI, SQL

EDUCATION:

- University of Delhi, BA Program, 2019 – 2022

VOLUNTEER WORK: Shelvin Foundation (Non-Profit Organization)

Creative Head of Department (Nov'15 – Aug'19)

- Supervised over 200 student volunteers, leading educational training initiatives.
- Enhanced academic performance, built statistical reports for monthly and annual reviews etc.
- Delivered presentations to community groups, promoting the organization's volunteer programs.

STRENGTHS:

- Strategic Thinking & Adaptability
- Leadership & Collaboration
- Attention to Detail