

Ayush Khosla

+91 9014144614

ayush.khosla@gmail.com

Hyderabad, India

Professional Experience

Factset, Product Support Manager

2019 – present

- SPOC for the KTLO task force (Keep-the-Lights-On) to work with the product manager in prioritizing production issues and enhancements, keeping in mind the evolving product and enterprise direction
- Supervising a support team of 8 specialists that manage and support over 15 applications within the FactSet Fundamentals department.
- Maximized productivity, knowledge and rep development within the team to enable a high performing team across support KPIs
- Handling Data Transfer and Data Integrity issues and providing efficient solutions to maintain utmost client satisfaction.
- Contribute to UI/Workflow designs that supports the purpose set by Content Developers
- Provide Operational Support and support enhancement request, system bugs to ensure a smooth experience to all the users of the applications
- Have proposed and developed RPA based solutions to automate multiple processes to improve productivity, availability, reliability, and performance

Education

Vellore Institute of Technology, Vellore,

B.Tech (Information Technology)

2011 – 2015

Skills

- Stakeholder Management
- Product Management
- IT Service Management
- Change Management
- Business Analysis
- Cross-Functional Team Management

Interests

- Football
- Music
- Travelling
- Financial Markets

Awards

Blue Ribbon Award,

Factset

2020

Apex Award for

Excellence,

Accenture

2017

Accenture

Product Support Analyst

2017 – 2019

- Responsible for managing an on/offshore team of 4 consultants
- Comprehensive knowledge in managing and maintaining large scale distributed systems
- Tracked outstanding issues and managing tickets assigned to outside support groups
- Performed change reviews and design reviews for component/module/interface level within the team
- Managed team workload effectively by coordinating tasks and assigning/reassigning tasks within the team and make sure that team's adhering to quality of deliverables, timelines of release delivery to the client
- Coordinate with multiple clients and onshore stakeholders to carry out development and support related activities for the team and to adhere to service level agreements
- Led the team to automate repetitive process flows using Excel, RPA, Shell scripting reducing the analysis time by 25%

Product Support Associate

2015 – 2017

- Investigating root cause defects for customer facing issues.
- Responsible for resolving incidents, change requests and problem tickets within SLA/KPI
- To provide enhancements and bug fixes to improve the application
- Revamped the Operation Support Guide which is being used to onboard new specialists

Languages

- English
- Hindi
- Telugu

Organisations

GGB,

Committee Member 

2015 – 2019

GGB is a non-governmental organization working towards raising awareness about the Sustainable Development Goals through projects, workshops and by utilizing the power of ubiquitous connectivity.