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Career Objective

Aspire to work, learn, grow, head the responsibilities assigned and drive it efficiently with the skills & knowledge possessed adhering to the services, values & culture of the organization with project-management as a long term goal.

Career Outline

Business Process Analyst ► Accenture Services Ltd.

Sep 2016 – Present

Project Name:	Google Play and Hardware
Description:	Google Play (formerly Android Market) is a digital distribution service operated and developed by Google. It serves as the official app store for the Android operating system, allowing users to browse and download applications developed with the Android software development kit (SDK) and published through Google. Google Play also serves as a digital media store, offering music, magazines, books, movies, and television programs.
Role\ and Responsibilities:	<ul style="list-style-type: none">● Enhance projects performance by managing operational efficiencies, schedule management, project plans and requirements documentation.● Prepare briefing materials for monthly engagement portfolio reviews which aid leadership and stakeholders with decisions to ensure successful implementation of projects.● Reduce project lags by supporting internal teams and client activities on strategic data analysis.● Assist program managers with defining scope, milestones and timelines for multiple releases.● Coordinate requirements gathering sessions and reviews with users to clearly define and document● Ensuring complete resolution of customer issues within a fixed time period.● Working across teams to ensure proper resolution of customer issues.● Attending escalation calls like Managers call, supervisors call etc. to resolve high level issues.● Ensure optimal level of customer services and collaborate with brokers, stakeholders for all requests.● Manage everyday work activities and informed supervisor appropriately.

	<ul style="list-style-type: none"> ● Perform quality check assessment on all processes of various associates. ● Coordinate with team members and ensure achievement of all team objectives and goals. ● Analyze all issues of internal and external clients and provide effective resolutions for same.
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Analyst ► HCL Technologies Ltd. June 2015 – August 2016

Project Name:	HAVI logistics
Description:	HAVI Group founded in 1974 to provide distribution services to McDonald's restaurants in the Chicago area. Services in scope of HCL are End to End Infrastructure services, Data Centre Services, Network Services and End User Computing. First point of contact and dealing with all high severity issues impacting the Business SLA's.
Role\ and Responsibilities:	<ul style="list-style-type: none"> ● Deputed as a Critical Incident Manager and Service Desk Management. ● Real Time & continuous follow-up with global support teams for Critical incident resolution. ● Manage and coordinate activities during overall ticket life cycle. ● Ensure that the Incident record is fully updated prior to Problem Management handover. ● Responsible for sending all Incident notifications as per agreed process. ● Continuously follow-up with support team for relevant notification updates per SLA, and drive resolution. ● Chair bridge calls for effective coordination, incident resolution, service restoration. ● Provide input to and coordinate the development of the Root Cause Analysis (RCA), including initial recommendations to prevent the reoccurrence of a similar incident. ● Conduct weekly review meeting with team and identify gaps to take corrective action. ● Support all analysis and design activities, and closely work with other teams involved in the project, including development team, testing team and business users.

Technical Skills

- Trained on Leadership Program, Service Excellence Program, and Business Communication Skills and Customer centricity.
- Trained on Monitoring Tools, testing tools and Oracle Development certified in Java.

- (ITIL V-3) Foundation Certified at HCL Premises
- Basic Knowledge of Networking, Software engineering and ITIL.
- ITIL Process: Incident Management, Problem Management, Change Management

Educational Qualification

Qualification	Year	Specialization	Institute	University/Board	Percentage
MBA	2019(Pursuing)	IT Project Management	Prin L N Welingkar Institute of Management	Welingkar University	82% till 3rd Sem
Bachelor of Technology (BE)	2015	Information Technology	Shri Ram Murti Smarak Women's College of Engineering and Technology Bareilly U.P	UPTU	70%
H.S.C.	2011	Science	Kendriya Vidyalaya, Shahjahanpur	CBSE Board	60%
S.S.C.	2009		Kendriya Vidyalaya, Shahjahanpur	CBSE Board	80%

Achievements

- Organized a team event which helped in increasing the CSAT level from 78% to 92% within 4 weeks.
- Awarded with Encore Award Operations from Accenture team for Feb 2017, May 2018 & March 2019.
- Awarded as Employee of the Month for Dec 2016, Jan 2017 and April 2018.
- Promoted as a Virtual Trainer.
- Promoted as a Project Management Coordinator for taking care of all scheduled meetings between vendor, clients & company.

I hereby declare that the above written particulars are correct and true to the best of my knowledge and belief.

Thanking You

Bhavna Sehgal