

Ranjana Kaushik

Service Delivery Lead

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PROFESSIONAL SUMMARY

- **18 years** of Professional Experience in **Service Delivery and software design and development** for **BFSI (Banking, Finance, Security and Insurance) & Airlines** domain.
- **Experienced Major Incident Manager** with over 5 years in IT Service Management and Incident resolution.
- Experience in **Service delivery, CI/CD, Service management, Incident management, Problem Management, Change & Release management, Access Management, Task Management, DR Management, ITSM/ ITIL Process, Production Support, DevOps Support and BAU Support.**
- Experienced in **Root cause Analysis of the Problems.**
- Proven track record of leading cross functional teams to restore services during critical incidents while ensuring minimal impact on **business operations.**
- Experience to have **review meetings** with the **senior management and technical team** for improvement of the Service and meeting with the **customer and stakeholder** to get their feedback and identify **area of the improvements.**
- Strong analytical skills and a commitment to **continuous improvement** in incident management processes.
- Experienced in Service Level Agreement (**SLA**) management and Performance Metrics monitoring and Reporting and KPI's
- Experience in **Design and develop software, Unit testing,** technical documentation.
- Experience to **Lead a team,** provide support to team and a good team player and **Cross functional Team Leadership.**
- Experience in **Cost and time estimation and Resource Planning, Budget Management**
- Extensive experience in writing and reviewing **Business Requirement Documents, Software Requirement Documents** and preparing **Technical Document, UML Diagram, Flow diagram.**
- Experience in **Database design and development** (Table, SQL Queries, Function, SP, Packages)
- Experience in design and development of **Web Services, WCF** and deployment.
- Experience with **Agile, SCRUM** and **waterfall** methodologies.
- Experience in **Code reviewing, Solution review and approval for GO/No Go solution,** technical support to team
- Experience in deployment of software and database setup on **Cloud Server** and software deployment in all the environment (**Dev, QA, Test, UAT, PreProd, Prod**) and **delivery** of the solution.
- Experience in new **development and enhancement** of the software, change implementation.

- **Communication and Stakeholder Management** and Proficient in **Interaction with Client/ Customer**, Interaction with **Business Users** to collect the business requirements of the software, incident or problem and getting approvals for deployment in production and providing the deliverables by target date.
- Expertise in problem solving, troubleshooting, root cause analysis and application support.
- Expertise to create backlog, user stories using tool **JIRA** and manage Incident, Problem, Change and Release, Task, Access using Tool **ServiceNow/ Axis/ JIRA Service Management (OpsGenie)**.
- Experience in scheduling task using **windows scheduler or JAMS Client**.
- Experience in unit testing frameworks **TestNG** annotation.
- Experience in **Third Party** support and **ON CALL** Support
- Strong Collaboration interpersonal, Communication skills with proficiency at grasping new technical concepts.
- Quick learner & excellent team player having ability to meet tight deadlines & work under pressure.

EDUCATION

Master of Business Administration, PGDBA- Finance Management, 07/2013 Symbiosis Centre for Distance Learning - Pune, India

Specialisation in Finance Management with 59.4 %

Bachelor of Engineering, Computer Science, 06/2005 R.I.E.T. Jaipur (Rajasthan University) - Jaipur, India

Specialization in Computer Science with 74.2%

CERTIFICATIONS

- **Certified Scrum Master**
- **Certified in ITIL@4 Foundation in Service Management**
- **Certified in Microsoft Azure Fundamentals**
- Microsoft Certified Technology Specialist (.Net Framework 3.5, ASP.Net Applications) & MCP

TECHNICAL SKILLS

Methodology	Waterfall, Agile, SCRUM, Lean, ITIL Framework, SIAM
Configuration Management Tools	Visual SourceSafe, TFS, SVN-Tortoise, Subversion, Perforce, GitLab
Tools Used	Service Now, AXIS, JAMS Client, JIRA, Wiki-Confluence, Share point, Kimble, Slack, SolarWinds, AppDynamics, Splunk, OpsGenie, Fire scope, Ms Office, Microsoft Visio, Microsoft Word, Microsoft Excel, Lucid Charts, Safari, Chrome, Firefox, IE
Testing Tools	SOA (Para Soft) Testing Tool, Visual Studio Unit Test Project

Language/ Script	C#.net, VB.net, UML, .Net Architecture, Java Script, jQuery, CSS, HTML, XML, Centura, VB6.0, Com Component, HTML Help,
Dot Net Framework	.Net Framework 1.1/2.0/3.0/3.5/4.0, Visual Studio.Net 2003/2005/2008/2010/2012
Environment	Monterey (macOS 12), Windows 2007, Windows 2008, Windows XP, IIS, Message Queue, Windows Scheduler, Cloud Server
Web development	ASP.Net, WCF, Web Services, ASP.NET MVC, ASP.NET MVC4, Entity Framework, .Net Core, Web Api
Databases Technologies	MS SQL Server 2000, SQL Server 2005, SQL Server 2008, SQL Server 2010, SQL Server 2014, ORACLE 11.0, PI/SQL, MS-Access, DocBase
Reporting	Business Object Crystal Report XI, SSRS 2008
Documentum	DFS, DFC, Documentum Server

WORK EXPERIENCE

Deep Consulting UK Ltd., Coventry, Warwickshire, UK

Aug 2022 to Mar 2025

Role: Service Delivery Manager, Service Delivery Lead

Responsibilities:

- Collect required information from business/client for raised incident.
- Managed day-to-day operations, including supervision and assignment delegation for a 6-member team.
- Daily Scrum calls with the scrum team and facilitate all the scrum ceremonies.
- Develop and maintain Incident management **documentation** and reports for senior management.
- Create problem tickets for issues and provide support to the team.
- Managing Incidents and Problems Tickets or task those are coming in the service queue.
- Monitor **SLA** and service performance across the accounts and **KPI's**
- Conduct regular training session for team members on incident response protocols.
- Encouraged team to update Incident with the progress everyday basis, so it visible to the customers.
- **Review Solution** document for the problem ticket and new development or change.
- Have **review meeting** with the **senior management and technical team** for improvement of the Service.
- Have meeting with the **customer and stakeholder** to get their feedback to get an idea, how satisfied they are with Service performance and **area of the improvements**.
- Resource planning, Budget management, Cost estimation, Time/Man Hrs estimation for the requirements.
- Change Management, finding out tasks to implement change.
- Setup CAB meeting and Create Task list for Change and involved all required teams.
- Created **Task list (Run Sheet)** for deployment in **production** and involved all team who are going to have task for the deployment.

- Sending **notification** to all users and third parties for application downtime (Pre deployment) and post deployment notification.
- Prepared **rollback** plan if deployment failed at any stage and it is taking longer than expected to fix.
- Implementing SIAM for some of the IT projects.
- Worked and Handled **Major Incidents** and followed Major Incident Management process.
- Lead the major incident management process, ensuring swift restoration of service with minimal downtime.
- Coordinate with **technical teams and stakeholders** to identify, prioritize and resolve incident.
- Facilitate **post-incident reviews** to identify root cause and implement preventative measures.
- Support and provide training to team technically wherever they need to fast track the process and deliver service with SLA.

Crimson Macaw, Manchester, MAN, UK

Nov 21- June 2022

Role: Consultant Delivery Lead

Responsibilities / Contributions:

- Daily Scrum calls with the team to discuss three things.
- Daily Stand-up call with Client.
- Collecting requirements from clients and creating product backlog.
- Managed day-to-day operations, including supervision and assignment delegation for a 6-member team.
- Monitor SLA and service performance across the accounts.
- Facilitate all the scrum ceremonies, Sprint planning, Sprint Review, Sprint Retro meetings setup with team and customer.
- IO Service management.
- Implementing SIAM for the projects.
- **Resource planning, Budget management**
- Incident Management and resolve within SLA
- Develop and maintain Incident management documentation and reports for senior management.
- Encouraged team to update Incident with the progress everyday basis, so it visible to the customers.
- Lead the major incident management process, ensuring swift restoration of service with minimal downtime.
- Coordinate with technical teams and stakeholders to identify, prioritize and resolve incident.
- Facilitate post-incident reviews to identify **root cause** and implement preventative measures.
- Coordinate with technical teams and stakeholders to identify, prioritize and resolve incident.
- Facilitate post-incident reviews to identify root cause and implement preventative measures.
- Change Management and created Task list (Run Sheet) for deployment in production.
- Problem Management and root cause analysis

Wipro Technologies, Pune, India

May 2010 to Jan 2019

Role: Service Delivery Team Lead/ Onsite coordinator

Project 1: Lex Auto lease- Manchester, UK (Vehicle Leasing – LBG group)

Description: Project comprises 3 main applications for different user groups.

1. LAI: Application for Fleet Managers and drivers. Fleet Managers can create quotes and orders for Vehicle for the Drivers and can see any Vehicle/Driver data. They can generate different reports and make booking for vehicles. Drivers can create quotes and order for vehicles for themselves and log mileage.
2. LBS: Application for Brokers/Dealers. Brokers/Dealers can create quotes, create orders, and view reports.
3. LDP: Application for driver portal, other applications include PASA, L4B, LAAdmin and using connect applications which are developed using Centura.

Role: Technical Lead - Client BAU Production Support Team (BAU)/ Onsite coordinator

Project 2: Lloyds Banking Group (LBG)- London, UK (Banking)

Description: IPS Project has multiple applications implemented in outdated/old technologies (MS Access, Visual Basic) and projects started in Knowledge acquisition phase and reached in BAU phase. Projects outdated technology -based applications DTP'd in latest technologies, currently resolving and supporting incidents logged by customer, enhancing applications, fixing issues in existing applications, delivery of the application on client systems, and support on linked systems.

1. IPS-Cluster-Payments: This system includes multiple small applications like MOLES, TravelLink, ISB, SWD, SLD, TI Swift and many more. All applications are in outdated technologies like VB6.0, Clipper, Dbase, MSAccess 97, ASP, Windows XP. Some of the applications are DTP'd in C#.net, SQL Server 2005, Windows 2007, MS Access 2010.
2. Loans & Borrows: This is an existing application in VB6.0. We have migrated to ASP.NET MVC 4, entity Framework, JQuery, SSRS and SQL Server 2008.
3. PBAM: It is an application which is used to display a dashboard from different databases. It has an IT dashboard and Business dashboard.

Role: Service Delivery Team Lead/Manager/ Onsite coordinator

Project 3: RACQ- Royal Automobile Club of Queensland, Brisbane, Queensland, AUS (Insurance)

Description: Project comprises of multiple applications for different user groups RACQ- CAD & CARS

1. CAD Systems: This is the Computer Aided Despatch system used to take the details of members who require roadside assistance, and then to give these jobs out to patrols and tow truck operators, CAD system is used by the end users (CCSD Team, Service Providers, Admin, CSP's). It is a combination of multiple applications.
2. CARS System: It is used by CCSD team members. It used to record and manage incidents covered by RACQ's extended member benefits, create claims, service, docket entry, account management.
3. Legal Database: It is an application which is used to maintain database records and entries and their history record.

Role: SME Practitioner- Client BAU Production Support Team/ Onsite coordinator

Project 4: Lex Auto lease- Birmingham, UK (Vehicle Leasing – LBG group)

Role: Technical Lead / Onsite coordinator

Project 5: United Airline- Houston, Texas, USA (Airline-RCTG)

Description: Develop, Enhance, and support maintenance repair and overhaul related IT applications. Applications between United Airlines and the earlier Continental Airlines. Some applications are eSFR (Significant Findings Report), WCB (Work Card Builder), SPECLoader, WCP (Work Card Plus, Illustration Migration, Doc Extractor, LBS (Loans & Borrowers

Role: Technical Lead

Project 6: Charles Schwab – Pune, India (Finance & Security)

Description: Schwab Intelligent Integration is a technology and workflow integration strategy that uses a CRM-centric approach designed to reflect how to work with clients. The end solution allows streamlining operations and delivering better client service by creating a single point of access to key client information, documents, tools, Schwab Advisor Center custody data, Portfolio management system data, and more all from your CRM system. (formally Project C) provides the WCF services for their customer's portfolio management and CRM to customise their data.

SII is an integration hub to maintain the transaction, balances, and positions etc., for the customers.

Responsibilities:

- Daily Scrum calls with an Onshore/offshore team to discuss three things and update to onshore scrum calls and seniors.
- Scrum Planning, creating User stories and product backlog.
- Managed all **Scrum Ceremonies** with Scrum Team and Client/Customer.
- Managed **day-to-day operations**, including supervision and assignment delegation for a 6-member team and provide **production support**.
- Monitor **SLA** and service performance across the accounts and KPI's
- Onshore/Offshore team handling and update to onshore team/client manager
- Provide technical support and resolve blocker for teams.
- Collect required information from business/client for raised **incident**.
- Create **problem** tickets for issues and provide technical support to the team.
- Manage **Incidents and Problem Tickets** Queue, Assignment of the Incidents/Problem within team based on priority and resolve within SLA and Monitor SLA and service performance across the accounts
- Resolve **incidents/tasks in production**, Work on daily production task.
- Worked on enhancement, Change requests, new requirements.
- Manages multiple **Changes and Releases (CRs)**.
- Grant Access to the client, customer for new requests as per **Access Management**.
- **Asset Management** for the new joiners
- **Disaster Recovery (DR)** process implementation and Drill for the DR
- Have **review meeting** with the **senior management and technical team** for improvement of the Service.
- Have meeting with the **customer and stakeholder** to get their feedback to get an idea, how satisfied they are with Service performance and **area of the improvements**.
- **Resource Planning and Budget Management** for the new requirements (projects)
- Develop and maintain **Incident** management **documentation** and reports for senior management.
- Create problem tickets for issues and provide support to the scrum team.
- Conduct regular **training** session for team members on incident response protocols.

- Encouraged team to **update** Incident with the **progress** everyday basis, so it visible to the customers.
- Review Solution proposed document for the problem ticket
- Change Management, finding out tasks to implement change.
- Created Task list (Run Sheet) for deployment in production and involved all team who are going to have task for the deployment.
- Sending notification to all users and third parties for application downtime (Pre deployment tasks) and post deployment notification.
- Prepared **Rollback** plan if deployment failed at any stage and it is taking longer than expected to fix
- Implementing SIAM for some of the IT projects.
- Worked and Handled Major Incidents when got in our Incident queue.
- Lead the major incident management process, ensuring swift restoration of service with minimal downtime.
- Coordinate with technical teams and stakeholders to identify, prioritize and resolve incident.
- Facilitate post-incident reviews to identify root cause and implement preventative measures.
- Review **Solution** proposed document for the Problems
- Established key Performance indicator (**KPI**) to monitor incident management effectiveness.
- Code review and help to get UAT signoff from business.
- Worked on **PenTest** issues and provided technical support to the team and reviewed the technical documents.
- SMTD Creates, Updates and corrections, Technical Documentation, Prepared DPAD, MLPD for Work requests, Design documents, documents for module processing.
- Documents application process, business, flow, integration with other systems.
- Application support during business hours and **ON CALL** Support
- Identifying alternate solutions for the applications which are implemented in outdated technologies.
- DTP'd the application in latest technology, delivery, and enhancement of the applications. Involved in Unit/System testing for DTP'd applications
- **Decommission** the applications, those are no longer use and provide alternate solutions for same.
- Direct communication to the customer to get application information to resolve the Issues. Communicated clearly and professionally with service users, simplifying complex solutions for ease of understanding.
- Support other teams in delivery and deployment.
- Improved service-user experiences through effective communication and efficient, accurate issue resolution.
- Worked on the Project in different **phases** starts with **Knowledge acquisition phase** to **Secondary support phase** and then **Primary Support Phase** and **Steady State** to successfully get **BAU**.
- Configured all release project in final version, merge and clean Perforce (Configuration management Tool)
- **Server management** in all environments (Development, Test, Training, preprod and Production)
- **Third party Support** as system are linked with other parties like (EWFm, Club Assist, Digital Alchemy, In telematics, AMS) for RACQ project.
- **System Analysis and Requirement Analysis** for the applications.
- Analysis for Swans and fix the issues.
- Testing applications in Dev, QA, UAT, Preprod environments.

- **Data fixes** for the applications.
- Coding, designing, implementation of the applications, Testing services by test project and tools
- Design **Database** and write database Queries, Procedure, Functions
- Task estimation, design flow diagrams, sequence diagrams and database design diagrams.
- Code review and review documents and provide review comments.
- Provide **support** to the **Test** team.

Nuware Systems Pvt. Ltd., Bangalore, India

Apr 2008 to May 2010

Role: Senior Software Engineer

Project: PFM (Finance)

Description: CD Application, Website Migration, Internal Application Command processor & Statement and Confirmation. Generate statements on the duration basis like daily, monthly. Statements are daily confirmed, Monthly summary and Monthly individual etc.

CoveoTool: Scan the document properties and save in DB, edit properties at file/folder level and update db., Import/export properties with excel sheet and apply properties to the document.

RFP: Web based application. Admin creates the RFP for clients, attaches questions, answers by the vendors who respond to the RFP. Based on the vendor's response Admin creates the scorecard for vendors and selects the highest scorer vendor for that RFP. In this application, there are separate home pages for Admin, Client or Vendor and Site members. Vendors can register themselves or by the Admin. Client and Site Member created by the Admin.

Responsibilities:

- Created and managed all the reports using crystal reports.
- Requirement Analysis for different applications.
- UI design, Coding and development and unit testing.
- Web service design and develop

Colonel Software Pvt. Ltd., Jaipur, India

May 2006 to Mar 2008

Role: Software Engineer

Project 1: PCOutlook

Description: This project handles extra information and other activities which are not handled by Microsoft outlook.

Project 2: Cheap Raffle Ticket Management

Description: Lottery based online purchasing Application Manage the Product information, show product Advertisement and Banner, User Data Management (Support User, Business Associates and Customer Users), Email Notification to the users.

Project 3: HOM

Description: It's a 3-tier distributed system (It has a database server, application server, client system). This project is a client Server application to automate the sales, purchase, production, and accounting process of the organisation. ERP for Hari Oil Mill is used for managing the Mills information and sales, Purchase and production Transaction of the Oil and Account related Information and all related Reports. It is for Hari Oil Mills (Shri Hari Industries) from Bharatpur(Rajasthan)

Project 4: Product Management

Description: Product Management System is used to handle the Product information. It is basically used for handling the images of the product.

Responsibilities:

- Creating reports using crystal reports.
- Requirement Analysis, system analysis
- Technical documentation
- UI design, Coding and development and unit testing.
- Bug fixing, maintenance of the application.
- Database design and development.

REFERENCES

Available upon request.