

CERTIFICATES

ITIL® V3 – Foundation (05/2011)

ITIL® Intermediate SOA– Service Offerings and Agreements (05/2015)

ITIL® Intermediate PPO – Planning, Protection and Optimization(05/2015)

ITIL® Intermediate RCV – Release, Control and Validation (10/2013)

ITIL® Intermediate SO – Service Operations (08/2014)

ITIL® Intermediate MALC – Managing across the Lifecycle (MALC)

CCNA (Cisco Certified Network Associate) (05/2008)

WORK EXPERIENCE

Change Manager

AXA Technology

01/2014 – 09/2016

Bangalore, India

Tasks

- Reviewing & approving Application and Infrastructure change. □ Assessment, planning and scheduling, obtaining formal approvals, monitoring the change management lifecycle. □ Chairs CAB or ECAB meetings for all required RFCs. Authorizes acceptable changes, either alone or after a CAB or ECAB has taken place.
- Ensuring there is no clash or conflict between any of the implementations on the same platforms including same configuration items. □ Ensure all RFCs have all the required detail and approvals in place prior to the same being presented to the CAB for approval □ Ensure all approved changes are communicated to all relevant parties involved in the service.
- Ensure all approved changes are communicated to all relevant parties involved in the service. □ Ensure that internal information systems processes are formalized, standardized, documented, and progressively improved over time □ Reviewing all implemented changes to ensure objectives are met and have fulfilled control and compliance requirements □ Monitoring software releases and major shared infrastructure releases.

Change & Release Analyst

Mphasis an HP Company

12/2010 – 01/2014

Pune, India

Tasks

- Accountable for end to end release management for British Petroleum. Planning, Designing, scheduling of the release for more than 8000 server. Responsible for quarterly & emergency patching activity for BP.
- Detail verification and auditing of release notes and deployment guides before the implementation of any change. Handle deployments in production and other test environments. □ Coordinating change communication and implementation requirements with key business partners, service providers and clients.
- Updating the change log with all progress that occurs, including any actions to correct problems and to take opportunities to improve service quality □ Monitoring all the changes on production environment throughout the change life cycle □ Dealing with Emergency Changes in a described manner regulated by the guidelines of CAB and Change Management procedure. .

Change & Configuration Manager

Techmahindra

11/2008 – 11/2010

Pune, India

Tasks

- Raising RFCs and the coordinating with the change management team to get it reviewed and validated. Providing End to End support to all type of changes □ To ensure that changes are communicated to stakeholders in a timely and adequate manner □ Impact analysis of all the changes before and after the change is implemented.
- Attending the CAB calls, weekly release calls, operation calls and Service Management review meetings. □ Ensuring that the changes which have outages have been agreed with Client.
- Review all implemented changes to make sure they have met their objectives. □ Maintains all Change Management documentation □ Closing the RFCs appropriately depending on the status of the implementation

EDUCATION

Bachelor of Science in Information Technology(BSc IT)
Sikkim Manipal University

10/2010 – 01/2013

Diploma in Computer Engineering
Nettur Technical Training Foundation(NTTF)

04/2004 – 05/2007

LANGUAGES

English



Hindi

