Gaurav P Nirmal

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Global Lead Knowledge Management

PROFILE SNAPSHOT

✓ A Certified **ITIL Foundation and Intermediate Service operation** with **9+ years** of **involvement** in Knowledge Management, ITIL Based Service Delivery, Project Management and Leadership.

✓ Presently associated with Unisys Global Services India as Global Lead Knowledge Manager.

✓ Holds extensive domain knowledge of ITIL based services, Knowledge Management Solutions including Content Management systems and products.

✓ Possesses key aptitudes in working with huge groups and numerous simultaneous undertakings; an effective leader with strong communication, negotiation, analytical and problem solving skills.

✓ Strong capacities in transitioning new and complex solutions and services, in line with updated qualitative and quantitative information.

✓ *Support for Project Management experience by assigning project tasks, ensure completion of assigned tasks within the stipulated timelines, and provide status updates to the Management team on the project status/progress.*

✓ *Responsible for providing periodic reports on a daily, weekly and monthly basis to Customer teams related to Daily status updates, SLA monitoring and Performance related reports*

KEY PROJECTS HANDLED

- **Leading Software Product Company – UGSI (September 2013 till Date)**
  Role: Global Lead Knowledge Manager
  Scope: Working with a group of 3 Knowledge Manager for the customer. Give Knowledge Management Solutions including Content Management frameworks, BAU exercises and Internal Projects. Host Governance call with the Clients and the Stakeholders.
  KB Tool Used: Service Now and Primus
  Highlights:
  ➢ Implementation of Request for Change portal to track and monitor all the KB & process related changes.
  ➢ Implementation of KM Dashboard to showcase KM stats for the client.
  ➢ Creating and Maintaining KM Newsletter
  ➢ Maintain weekly, monthly, quarterly & yearly Knowledge base related reports.
  ➢ Review and implement Global processes.
  ➢ Opportunity analysis for Service desk.
  ➢ Knowledge base clean-up Project.
  ➢ Involved in Business Separation Projects.
  ➢ Implementation of new services & support.

- **Banking Account - UGSI, Bangalore (October 2015 – October 2015)**
  Role: Transition Knowledge Manager
  Scope: Defining the scope of support for the respective support functions. Preparing project plan for designing and implementing knowledge for the support functions for different clients.

- **KB Tool Used**: Service Knowledge Management (SKM)

- **Unisys User Support – UGSI, Bangalore (August 2015 – Till Date)**
  Role: Global Lead Knowledge Manager
  Scope: Working with a team of 1 Knowledge Manager for the Internal client. Provide Knowledge Management Solutions, BAU activities and Internal Projects. Host Governance call with the Internal Clients & the Stakeholders.

- **KB Tool Used**: Service Knowledge Management (SKM) and Robohelp 6

> ➢ Implementation of Request for Change portal to track and monitor all the KB & process related changes.
> ➢ Implementation of KM Dashboard to showcase KM stats for the client.
> ➢ Creating and Maintaining KM Newsletter
> ➢ Maintain weekly, monthly, quarterly & yearly Knowledge base related reports.
> ➢ Review and implement Global processes.
> ➢ Opportunity analysis for Service desk.
> ➢ Knowledge base clean-up Project.
> ➢ Involved in Business Separation Projects.
> ➢ Implementation of new services & support.

AREAS OF EXPERTISE

IT Project Management Management	ITIL based Service Delivery	Knowledge
Process Enhancements Transformations	Implementation & Support	Transition &
Client Relationship Management		

CERTIFICATIONS & TRAININGS

- ❖ **ITIL V3 Foundation** Certified
- ❖ **ITIL Intermediate** Certification in **Service Operation**
- ❖ **Advance excel**

CAREER CONTOUR

September'13 onwards   **Knowledge Manager**   **Unisys Global Services India.**

Growth path:

Nov'10 – August'12 Survey Analyst   Unisys Global Services India.

Key Responsibilities as Knowledge Manager:

Client Relationship Management
- ✓ Proficiently own the Steady State Knowledge Management process by acting as a SPOC for the customer on Knowledge Management matters.
- ✓ Coordinate with multi-vendor teams spread across different time zones and continents as well as the PMO's.
- ✓ Organize customer workshops to do periodic knowledge reviews and assured that any resulting changes are implemented.
- ✓ Provide effective resolution to customer queries and improving relationships with the clients by anticipating their future requirements, thereby ensuring a positive customer experience.

Operational Engagement
- ✓ Lead Weekly sessions with teams to identify areas where the required technical or procedural knowledge is missing, build required content and release it accordingly.
- ✓ Expertly build knowledge content, coordinate knowledge changes and implement the changes for all delivery teams (process and technical knowledge).
- ✓ Efficiently coordinate with all Delivery Towers (PMO included) and assure integration and collaboration between each other.

Project Management

- ✓ Project planning activities including Project Plans, Stage Plans, Scope, Timelines, and Risks etc.
- ✓ Oversee and involve in performing activities like requirement gathering, design discussion, design review and other technical problem solving functions.
- ✓ Efficiently manage the project stage related activities including updates, reports, quality reviews and feedback mechanism.
- ✓ Ensure that the project deliverables are as per time, quality and budget.

Previous Experience

Aditya Birla Minacs (September 2006 – September 2010)

Role: Customer Service Representative

Scope: I was working for a company which dealt in sales which was related to outbound selling and was a totally a banking process

- ✓ My responsibility was to call existing customers and offer them new services available to them.
- ✓ SME/Back up team lead - I had to watch the floor and take escalations in the absence of the Team Lead
- ✓ I enthusiastically learned to prepare various reports

SCHOLASTICS

- ➢ **B'COM**: (Bangalore University) (2006)
- ➢ **PUC**: (Pre university Board) (2003)
- ➢ **10th: (SSLC) (2000)**

PERSONAL DOSSIER

Date of Birth	16th July, 1984
Languages Known	English, Hindi, Gujrati & Kannada
References	Available on request