

Raginee Gupta

Senior Manager

_VOIS - Pune



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PREFERRED LOCATION

Indore / Pune

A versatile professional with over 14 years of experience in IT Support, seeking assignments in Project Management within ITAM, HAM, and EUS



PROFILE SUMMARY

- Presently working with **_VOIS, Pune** as **Sr. Manager** & mentoring team with 12 members driving them towards process efficiency.
- Represents ISO Audits as an auditee for EUS data security, ensuring compliance with ISO standards and data security protocols.
- Certified with **ISO 27001:2022 Lead Auditor** Certification to be compliant with the latest ISO 27001 standards
- **Project and Demand Management** - Preparing and delivering Project Plans outlining tasks, dependencies, and timeframes, and ensuring they are baselined and placed under change control
- **Lead internal IT resources and local outsourcing partners** to improve performance of day-to-day IT Operations, ensuring systems are meeting / exceeding availability and performance service levels, decreasing business impacting incidents, lower lost work hours related to ITSM.
- Representative for all **major activities and take ownership** of all incidents, and initiatives affecting all IT environment regardless of which group is driving.
- Proactively monitor, measure, manage and report the effectiveness of the local delivery of these operations services and solutions.
- Accountable and responsible to Coordinate with vendor/Corp IT to ensure support for all **Global IT Infrastructure and Operations** in asset Management.



CORE COMPETENCIES



Leadership & Management



ITAM | HAM | Inventory Mgmt



ITSM & Quality Analysis



Project Management & Execution



Resource & Vendor Management



Compliance Audits



CERTIFICATIONS

- ITIL Foundation
- ISO 27001:2022 Lead Auditor Certification



EDUCATION



2010: B-Tech. in Electronics & Instrumentation
from RGTU University Bhopal

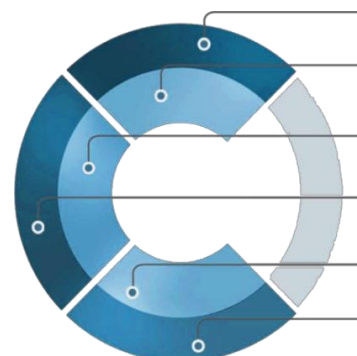


IT SKILLS

- ITSM Support L1 | L2 | L3
- ServiceNow, Jira, BMC Remedy.
- 0365 Migrations (Exchange Migration – OnPrem & Cloud)
- Operation Support | ODC Management.
- Cloud Migration.
- On prem server configuration & Management.



SOFT SKILLS



Collaborator

Problem-solving

Excellent Communication

Decision-making

Planner

Leadership

WORK EXPERIENCE

Since Jul'24: _VOIS, Pune as Sr. Manager

Key Result Areas:

- **Service & Solution owner** for Hardware asset management overseeing over 1.5Lakh+ assets in India and more than 20 countries globally, managed with the Spider Inventory tool.
- Mentoring the team of 12 associates for handling escalations and operational issues. Deliver on service commitments and participate in account plan / strategy. Handle Operational Issues related to India delivery, Ensure SLA compliance as agreed in scope.
- Engage in daily stand-up meetings with cross-functional teams to discuss ongoing projects, address incidents and resolve any critical issues
- Ensure to meet monthly targets for SLAs, Customer Satisfaction (SAT), and Turnaround Time (TAT) for both Service Requests and Incident Requests ensuring high-quality IT support and customer satisfaction.
- Working for end-to-end processes which includes Hardware Order Management, inventory management for hardware asset.
- Hardware wall to wall inventory management, new hardware install, asset updating, maintenance and asset decommission process. Support all tool migration and testing activities.
- Responsible for the governance project procurement operations activity such as Order placement to vendor, Order Status update, Invoice Reconciliation of vendor, Accounts Payable activities to vendor, new vendor creation on system if needed.
- Prepare Reports like Weekly status report, Project scheduling, Risk & action tracker and shared across all the leaders/stack holders.
- Stand up meetings, scrum call, preparation of KANBAN Chart, Daily dashboard updates, Power Bi & Visio Reports.
- Regularly review of SOPs & process documentation to ensure it remains up to date with local markets and vendors.

PREVIOUS EXPERIENCE

Jan'23 - Jul'24: Deloitte, Pune as Manager

Key Result Areas:

- **Deloitte USI - Pune IT Infra Ops Manager** - Leading internal IT resources and local outsourcing partners to improve performance of day-to-day IT Operations, ensuring systems are meeting / exceeding availability and performance service levels, decreasing business impacting incidents.
- Worked on agile methodology: Stand up meetings, scrum call, preparation of KANBAN Chart, Daily dashboard updates.
- Ensuring all the rollouts should be executed properly without impacting current Operations and should not impact User's workflow.
- Consistently meeting monthly targets for SLAs, Customer Satisfaction (SAT), and Turnaround Time (TAT) for both Service Requests and Incident Requests ensuring high-quality IT support and customer satisfaction.
- Familiarity with procurement and accounting principles. Utilizing the Ariba procurement tool to review, process, and approve purchase orders.
- Acting as a Security SME in supporting the Client's Engineering Team for implementing design and reviewing solutions from an Infrastructure Security standpoint.
- Collaborate with hardware repair vendors and technicians to initiate repair requests and monitor progress.
- Supervising high-severity incidents to ensure service availability with minimal delay and working towards ensuring smooth operations.

July '14-Jan'23: Tata Consultancy services, Indore as AST (C3A Level)

Clients:

- ☐ Cargill INC.
- ☐ Global Messaging Support (Internal IT Project).
- ☐ IFF (Client Location- Netherland) – O365 Support.
- ☐ Icon water Limited (Client Location - Australia) – Exchange Migration Support

Highlights:

- Leading team of 65+ associates along with different sub teams (Messaging team, Network team, Software team, Mobility, Webex, Offshore & Quality).
- Module Lead for L2 Team / L3 Level Support– Working as O365 Admin / Exchange Admin. (Messaging Domain), Troubleshoot and Resolve On-Prem Cloud Email issues in a Hybrid Environment.
- Setup of exchange 2019 server for deployment of Hybrid migration & migrate Icon Water mailboxes from the current Exchange on-premises environment to Icon Water M365 tenant. This includes user, shared, room and equipment mailboxes.
- Provide hyper care support after mailbox migration.
- Procure licenses & certificates (Internal & External).
- Quota Management in cloud for email services.

- App registration for Commvault backup in AAD & add & Modify the API Permissions in AAD for Commvault.
- Creating Comms for Pre & Post migration & Administered and supported Office 365 queries and issues.

Feb'2013 – June'2014: GTL Limited., Pune as Associate NOC Engineer

Highlights:

- Worked on Remedy 7.1 tool for P2P & P2MP Link Service request.
- Monitoring of critical and major fault link issues for permanent resolution.
- Assigning Task and Location to Planning Team and Field Team for new Link.
- Verification and updating of database in BMC Remedy & BH Utilization Report.
- Making documentations on Asset for all the locations.
- Updating of Weekly as well as Monthly Performance report.
- Conducting acceptance test for Base Station & CPE.
- Configuration & Software upgrade of BTS, CPE, Link Migration from P2P to P2MP.

Sept'11 – Feb'13: Tata Communications Ltd., Pune as Associate Engineer

Highlights:

- Customer Co-ordination for Installation of Mast Installation and Link Implementation.
- Co-ordination with field Team for P2P & P2MP Link installation.
- Resolutions of packet drop issue in WAN/management IP.
- Provide VLAN, VPN and ILL services to customers.
- Facilitate and participate in conference calls with customers and other departments. Develop technical documentation as needed.

Sept'10-Sept'11: Global Telecom Limited as NOC Engineer

Highlights:

- Maintaining PM (Preventive Maintenance) activities for east west Hub (8 circles) and follow up with field teams and escalate to Bharti for issued cases.
- Making documentations on Asset for all the locations.
- Doing I & C (Installation & Commissioning) for new links. Monitoring Performance of the link and Creation of the CKT Ids.
- Installing and managing Software (what's up Gold, NMS, BMC remedy).
- Used CRAMER application for modelling of devices and Creation of SDH Links.
- Worked on Synchronous Digital Hierarchy SDH technology and on Access ring de-choking Project on network.

PERSONAL DETAILS

Date of Birth: 03-12-1988

Father's Name: Mr. Ravindra Geed

Mother's Name: Late Mrs. Rachana Geed

Languages Known: Hindi, English, Marathi

Permanent Address: A-601, 10 Vrindavan society Dhanori, Pune- 411015

All the above information provided by me is true to the best of my knowledge.

☐ Raginee Gupta

