SANJAY KUMAR ALURU

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Professional Outlook

- Customer Service Manager at Diebold Nixdorf (Sep 27, 2021 – till date)
- Software Engineer at Tech Mahindra (April 2019 – September 2021)
- Associate Software Engineer at Tech Mahindra (Feb 2017 – Mar 2019)

Career Outlook

- 6 years of experience into **ITIL Service Management** with good knowledge of ITIL standards and SDLC processes.
- Proficient in customer communication and maintaining on time deliverables to the customers.
- Expert in implementing **service improvement plans** and coordinating with teams.
- Actively worked in project transition & ability to implement new processes.
- Consistent and accurate in metrics delivery to the clients and having extensive knowledge on **service level management**.
- Skillful in handling multi roles and handling customer escalations.
- Efficient in getting customer requirements and implementing best solutions for the requirements.
- Self-driven to own responsibility and coherent being a good team player.
- Strong multi-tasking and time management skills, able to deliver to set timeframes and desired outcomes.

Technical Outlook

Change Management	Jira service Desk	Nagios
Service Level Management	SAPPPM	UNO Automation
Problem Management	BMC REMEDY	Mainframes TWS
Incident Management	Remedy Smart Reporting	Lime Survey
Release Management	HP Service Manager	Confluence

Projects Outlook

Title – Client : Shell, Chevron, AMPOL
Product : Namo's POS, Self-Checkout Kiosks.
Domain : Retail Software
Role : Customer Service Manager, Change Manager
Skills : Jira Service Desk, Confluence, SAPPPM.
Duration : September 2021 – till date
Description : Product is POS device & software which is used in fuel and convenience retail stores. Company has clients across the globe, and I am handling customers from Australia and APAC regions. Company is ready to roll out next gen solutions which works on SaaS based model.

Contribution

- Point of contact to the customers in terms of incident resolution and problem fixes and release management.
- Coordinating with delivery teams to deliver maintenance releases &hotfixes.
- Hosting weekly and monthly performance review calls with customers and reports distribution.
- Taking care of **billable utilization of resources** who are working under my project budgets.
- Taking care of **Software licenses** and **payment invoice** support.
- Validating and Approving timesheets of resources who are utilizing the budget allocated to project ids.
- Implemented **Change Management process** for Retail cloud vertical and working parallelly as "**Cloud change manager**" for next gen solutions which works on Azure cloud.
- Actively participate or organize high level meetings with business heads, Third party vendors and clients.

Title – Client : Jackson National
Domine : Insurance
Role : Service Level Manager
Skills : Remedy, Mainframes TWS, Aqua studio, Aternity, Nagios
Framework : ITIL
Duration : May 2019 to September 2021

Description : Jackson National Life Insurance provides annuities for retail investors. Jackson subsidiaries and affiliates provide specialized asset management and retail brokerage services.

Contribution

- Negotiates and agrees with the **Service Level Agreements** with Customer.
- Negotiates and agrees with the **OLA's** with the Service Providers.
- Set up **SLA's** and **service targets** for services in remedy.
- Publishing CPI, KPI, GPI metrics on weekly and monthly basis to client
- Follow up for change orders (CO) whenever a service is decommissioned, or any new change is being added to the existing service.
- Works on **continuous improvement services** for maintaining the **service credits** and not to get the penalties.
- Works on **amendments** for bringing changes in the metrics.
- Works on Service Improvements with concern teams & clients. whenever the metric missed its **SLA** criteria defined in the contractual documents

Title – Client : Pfizer Japan
Domine : Health Care & Life Sciences.
Role : L1/L2 support, Change Manager, Problem coordinator
Skills : SQL Server Management Studio, HP Service Center 6.2.8, Share Point, Toad, Lime Survey

Framework : ITIL
Duration : 1 year 5 months
Description : Pfizer Japan Inc. Manufactures and distributes pharmaceutical products. The company produces prescription pharmaceuticals, non-prescription drugs, Self-medicines, and other products.

Contribution

- Worked as application L1 & L2 support using incident, problem and change management for 6 applications.
- Reviewed & approved the changes as a **Change Manager** and informed the business impact of the change to Application/Business Owners.
- Maintained quality of work by generating reports on weekly monthly basis.
- Implemented **Automation** on Application health check by using UNO tool.
- Coordinated with onsite and offshore teams in maintaining **SLA's**.

Title – Client	: Pfizer Japan
Domine	: Health Care & Life Sciences.
Role	: Migration Engineer, Tester, Application Support Engineer
Skills	: SQL Management Studio, HP Service Center 6.2.8,Toad
Duration	: 6 months

Description : EOSL VOC project was an Application and Database migration project where the data had been migrated from US servers to Singapore servers. Testing had been done on applications and databases to make sure they are working well in the new servers.

Contribution

- Performed Data migration from windows servers 2008 to 2012.
- Executed the batch files and written the test cases as prove of evidence.
- Executed Jobs and Job plans based on requirements and raised concern whenever encountered.
- Participated in Knowledge transfer session for other vendor for the project to help them understand the application in a better way.

Awards/Achievements

- Received "Paton back" award for implementing **Automation POC** in work.
- I became the 1st **"Ninja"** in my BU initiated by the company to enhance the skill set of the employees by completing certain type of trainings.
- Achieved **ACE** (Associate Consistently excel) award for consistent Topmost rating in years 2018 ,2019, 2020.
- Awarded for implementing **change management** process for Retail vertical in Current organization.
- Received appreciation mails from clients/delivery heads for outstanding performances and on time delivery.

Professional Certificates

- Certified in **ITIL V4 Foundation** (External)

Higher Education

- Bachelor of Technology in Computer Science and Engineering from Swarnandhra Engineering College affiliated by JNTUK.