**SANJAY KUMAR ALURU**

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**Professional Outlook**

* Customer support 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**

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| --- | --- | --- |
| 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 Support 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** 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 as defined in the contractual

documents.

* 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**

* Did 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