**SANJAY KUMAR ALURU**

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1) Please List top 3 ITIL/Service management area where you have good experience

**Ans**: Service Level Management, Change management, Incident Management.

2) Please list type of documents you have prepared in past two years

**Ans**: Change management Process document, MIM escalation Document etc

3) Have you used Service Now and Were you part of service Now Implementation

**Ans**: No. I have used HP Service Manager, BMC Remedy i and Jira service desk in current organization. I don’t think it’s a big deal to handle Service Now for me.

4) What are the service Management related automations you have functionally implemented.

**Ans**: I worked as automation SPOC for weekend application health checkup process in UI PATH and other one is to automate manual excel metric report process.

5) According to you, what will be the top 3 major trends in ITIL/Service Management in the next 2 years

**Ans**: AI adoption, Automation practices, Employee satisfaction by companies adopting to ITIL

6) Are you OK to work in 24 \* 7 rotational shifts.

**Ans**: I can stretch my working hours but I am not good with shift changes frequently.

7) Are you OK to work in US business hours 7:30 PM to 4:30

**Ans**: As long as it is a fixed shift, I am fine with it.

8) Do you have any constraints working in any shifts

**Ans**: Looking for fixed shift rater rotational.

9) Do you have any constraints to work from office

**Ans**: No

**Professional Outlook**

* 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**

* 7 years of experience into **ITIL Service Management** with good knowledge of ITIL standards and SDLC processes.
* Good in customer communication and maintaining on time deliverables to the customers and maintaining customer relationship.
* Active coordination with delivery, support, and development teams.
* Active participation in **sprint plannings** and customer engagements.
* Ability to implement **service improvement plans** 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.
* 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** : Service 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.
* Active participation in **sprint planning** with delivery teams and monitoring and approving assigned resources utilization.
* Coordinating with delivery teams to deliver maintenance releases &hotfixes.
* Hosting weekly and monthly performance review calls with customers and reports distribution.
* Taking care of timesheet management for the **billable resources** who are working under my project budgets.
* Implemented **Change Management process** for Retail cloud vertical and working parallelly as “**Cloud change manager**” for next gen solutions which works on Azure cloud.
* Active participation with cloud Engineering & operations teams.
* 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 metrics reports on weekly and monthly basis to client
* Implement change orders 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 project.

**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**

* 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.