SANDEEP SHARMA

Manager, HCL Technologies Ltd.
Email: - sandeep.sharmadec83@gmail.com
Contact: - +91 9810 555 289

Professional Summary:

Highly accomplished and motivated professional experience of 9+ years, proven track record of Project Management, QC & QA; QMS; Mentoring Six Sigma Projects; Process Improvement; Process Re-engineering; Certified Auditor **ISO9001-2008** and **& ISO 20000-1:2011. Prince 2 Foundation and Practitioner certified. Cloud Service Management Trained.**

Key Competencies

Six Sigma Projects / Lean	Cloud Service Management	QMS and Compliances
Human Error / Mistake Proofing	ITIL / ITSM Audits	Project Management / Prince 2
Operations Management/SLA Management	Team/People Management	Trainings/Developments/Inductions

Professional Synopsis

- Working at **HCL Technologies Ltd. –IOMC division as a Manager**.
- **A Certified Six Sigma BB Professional** with expertise in execution of Six Sigma Projects for process improvement and identifying the key issues affecting performance.
- **Certified ISO 9001:2008 Lead Auditor** & well versed with **LEAN methodology**, waste, Toyota Production System etc.
- **Certified ISO 20000-1:2011 Lead Auditor**.
- **Certified Prince 2 practitioner**.
- **Trained on Cloud Service Management**.
- Proficient in providing Six Sigma GB and QMS related training
- Technically competent professional across assignments.
- Proficient in managing & leading teams for identification, successful completion of project operations & experience of implementing standard procedures, product / service standards for business excellence.
- Insightful knowledge of business process analysis and design, Benchmarking, re-engineering, performance measurement and quality.
- Managing quality functions entailing In-process Quality and Quality Audits.
- Conducting Inductions from quality department to new joiners in the organization.
- Have worked closely with operations and has understanding of base-lining, DMAIC methodologies and has been part of high-impact quality projects

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Educational & Professional Qualification

Year	Course & Graduation	Institute /College
2016	Cloud Service Management (Trained)	Intertek / HCL
2015	ITIL V3 Foundation	EXIN
2014	Prince 2 Practitioner	Axelos
2014	PMP (5 days workshop)	HCL
2014	HGPMM (HCL Global Project Management Methodology)	HCL
2013	ISO 20000-1:2011 Lead Auditor	BSI
2012	ISO 9001:2008 Lead Auditor	BSI
2011	Six Sigma Black Belt	AIG
2011	ISO 27001:2005 (Trained)	AIG
2010	MCTS Exchange Administration	Microsoft
2008	ITIL V2 foundation (Internal)	HCL
2004	B.Com- Graduation	C.C.S University

IT Skills

- **MS-Office; Minitab Analysis; MS Visio; MS- Access, Internet; Office Outlook; Microsoft Certified Exchange Admin –**
- **(MCTS). Networking concepts. SharePoint (MOSS) overview.**
- **Operating Systems** – Win NT, LINUX, XP, 98, 2000, 2003, VISTA, windows 7 and windows 8 etc.

- **Programming Languages** – SQL Server 7.0 , Programming approaches and Techniques , HTML , UML, XML , JAVA Programming , JAVA based application development , Fundamental LINUX , LINUX ADMIN and CGI , C++ , Networking , OOAD , VB.NET , ASP.NET , VC# , TCPIPIE , WAP , J2ME.

- **Networking Experience**: - Worked on Routers, Worked on **Linksys (division of CISO)** routers, and Hands on 2500, 2600 series **CISCO** routers. Worked on **BT** routers, Good knowledge of WIFI networking, Wireless Adapters, Switches etc.

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Career Contour

TENURE	COMPANY	DESIGNATION
July 2009 Till Present	**HCL Technologies LTD. -IOMC Division**	**Manager**
	HCL is global management consulting, technology service and outsourcing company commited to delivering innovation.HCL Technologies (often called Hindustan Computers Limited) offers services including IT consulting, enterprise transformation, remote infrastructure management, engineering and R&D, and business process outsourcing (BPO).	1). Identification of **Service Improvement** Opportunities 2) Identification & Running of **Six Sigma / Lean Projects** 3) **ISO 20000-1:2011 & ISO 9001:2008 Audits**. 4) **Project Management - Transition/ Tranformation of projects** 5) **Service Level Management** 6) **Human Error Reduction / Mistake Proofing** 7) **Operations Management** 8) Risk Assessment 9) T**rainings & Development** 10) Inductions
December 2007 Till June 2009	**HCL Comnet System & Service Ltd.**	**Senior Specialist**
	Subsidiary of HCL Technologies LTD. It is an IT Service Company , diversified its portfolio to provide end to end enterprise IT Infrastructure solutions globally.	1) **QMS & ITSM audits**. 2) **Operations Health Assessments** 3) **Customer Management Satisfaction Surveys - ACSAT / PCSAT** 4) Training / Development 5) Six Sigma Projects 6) Montly Review Meetings
February 2007 till July 2007	**HCL Technologies LTD. - BPO Services**	**Subject Matter Expert**
	Subsidiary of HCL Technologies LTD. Mainly into the Business Process Outsourcing services.	1) **Call audits of Team** 2) Report Generation / Team Management 3) Research & Development 4) **Technical & Process Training** 5) Technical Support of Internet Service Provider
September 2006 till January 2007	**Vcustomer**	**Technical Support Engineer**
	vCustomer Services India Pvt Ltd (vCustomer) was established in India in the year 1999. The company acts as a third party service provider in the ITeS/BPO segment.	1) **Technical Support of Linksys router , wifi bridges and modems** 2) Technical Training 3) **Calls monitoring**
October 2005 till May 2006	**GENPACT**	**Technical Support Executive**
	Genpact Limited is a multinational business process outsourcing and information technology services company, domiciled in Bermuda with executive headquarters in New York.	1) **Technical Support of DELL Laptops** 2) **Call Monitoring of Team Members** 3) Reports Generation

Personal Details

Name	:	Sandeep Sharma	Father's Name	:	Mr. V.R. Sharma
DOB	:	22-December 1983	Gender	:	Male
Nationality:		Indian	Marital Status	:	Married
E-Mail	:	sandeep.sharmadec83@gmail.com	Contact No	:	+91-9810555289
Country :		INDIA	Residing City	:	Delhi NCR Región
Passport :		Yes			