**SHWETA GARG**

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*~* **IT PROFESSIONAL** *~*

***Sector:*** IT, ITES,ITSM, Service Delivery.

ITIL Certified Professional with **over 10 years** of experience in IT Service Management involving IT Support, Datacenter Monitoring and support. Last assignment with **Wipro Infotech as Operations Manager –IT.** Responsible for people management, SLA Management & Process management, Stakeholders management, Dashboard preparation and presentation to management.

**EMPLOYMENT SNAPSHOT**

* As **Operations Manager, Wipro InfoTech**, Gurgaon( Jan 2012 till Sep-2014)
* As **Assistant Manager**, **Religare Technologies**, Noida (Sept 2009 till jan2012).
* As **Shift Lead, HCL COMNET**, Noida (Mar’09-Sept 09).
* As **Senior Analyst**, **Vertex**, Noida (Aug’07-Aug’08).
* As **Shift Lead**, **HCL Comnet**. (Jul’06-Aug’07).
* As **Technical Helpdesk**, **Microland Ltd** (June’04-Jun’06).

**CAREER SCAN**

**WIPRO INFOTECH, Gurgaon(Jan 2012 till date)**

**Role: Current – Operation Manager – EUC** at **Max Life Insurance, Gurgaon**

Past project - **Operations Manager** – DC at **Financial Intelligence Unit (Ministry of Finance).**

**Key Deliverables:**

         Manage a team to ensure agreed targets are met and appropriate qualitative standards are met.  
         Update weekly & monthly dashboards and publish.  
         Ensuring that reports are updated as per standards and shared with stakeholders.  
         Monitoring of service quality and implement CSI initiatives.  
         Design processes and implement. Run awareness campaign and manage quality.  
         Analyzing tickets, Scoring quality and publishing trends.  
         Develop and implement methodologies to consistently improve key metrics such as; First Time Fix, Remote Fix, CSAT,   
 Incident Response Rate, Incident Resolution Rate etc.  
         Analyze and measure service desk activity to make recommendations for increased operational and service efficiency and   
 effectiveness.  
         Develop and train staff members to ensure support is generic and consistent.  
         Ensure service transitioning is coordinated effectively for each new service transferred to the desk.  
         Devise staffing and scheduling models to ensure guaranteed business coverage  
         Ensure regular training, appraisals and performance management for all staff to ensure each member is able to provide the best   
 level of customer support.  
         Handling client escalations and user escalations, own/resolve them with satisfactory results.  
         Close collaboration with Support Teams and acting as a point of escalation as and when required.  
         Develop and implement standard working procedures and align relevant processes for effective service delivery.   
         Field all team and service issues and represent their requirements to management / relevant support functions.  
         Undertake initiatives / projects to showcase continual improvement in the delivery areas

**RELIGARE TECHNOLOGIES**, Noida (Sept 2009 till Jan 2012)

**Role:** Assistant Manager-IT

* Working as manager operations taking care of all backend activities like co-coordinating with different teams (Billing, Purchase ,Accounts)
* SPOC for all customer account related issues.
* Ensure all operational commitments are met and exceeded to the customer.
* Lead the onsite team to perform at optimal levels and ensure customer satisfaction
* Ensure Operational stability of the IT infrastructure in the customer account
* Ensure daily , weeks and monthly reporting is carried out in the account
* Ensure staff covers for services at all operational times.
* Monitor & provide training for team members as needed.
* Monitor performance of team members during shift.
* Ensure IT policies and procedures are followed by team members
* Completing all activities in accordance with IT policies and procedures
* Ensuring the service continuity of Services and Operations
* Taking up escalated issues, coordinating with the team and external bodies and ensuring customer satisfaction
* Co-ordinate with internal and external parties to ensure 100% SLA to the customer
* Actively involved in project management which includes defining Service Levels, Responsibility Matrix and Service Acceptance Criteria for any new services that are taken on board.
* Dealing with Sales and Purchase team that all the orders and services are being delivered to customer on time
* Taking care of Product Deployment, Installation at the customer site being done on time.

**HCL Comnet, Noida  
Role-Lead consultant – Incident Management (Mar 2009 till Sept 2009)**

* To manage Incident 24X7 and ensure minimal disruption to the service
* Handled team of 6 people
* Speedy Restoration for all incidents
* Monitor critical tickets and maintain service level agreements
* Taking escalations and monitoring queue for calls & cases assigned for quality management.
* Analysis of trends and opportunities for improved processes and operation procedures.
* Setting up of Technical & Management Bridge
* Verification of MIN messages to ensure completeness & correctness of the information being sent
* To act as a center focal point for all departments during Severity 1 incident and coordinate between them to get the speedy results
* Assemble the Technical Recovery team once severity 1 outage is declared
* Ensure an Action plan / Back Up Plan is created for the restoration within SLA
* Ensure timely communication / information flow towards internal & external stakeholders
* Ensure a Major Incident Report (MIR) delivery towards internal & external customer within the SLA
* To circulate the important reports related to Severity 1 performance as per the instructions
* Dealt with all operational escalation
* Ensure all the calls(Sev1,2,3) are being closed as per the defined SLA
* Ensure all IT related IDs are created on time in Active directory & provide permissions on the required applications & folders

**Past Assignments:**

**VERTEX Ltd, Gurgaon:**Role : Senior Analyst Information Security August 2007 till August 2008

**HCL COMNET, Noida**Role: Shift Lead July 2006 till August 2007

**MICROLAND SYSTEMS (T&M)**

Client Site: EXL Services, BPO, Noida 2004 to July 2006  
Job Profile: Technical Helpdesk.

**SCHOLASTICS**

* Masters in Computer Science from Kurukshetra University with 1st Division in 2003.
* Bachelor in Computer Application from Maharishi Dayanand University, Rohtak with 1st Division in 2001

**CERTIFICATIONS**

* ITILv3 Certified Professional.
* Attended training on ITSM
* CCNA Certified