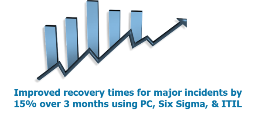
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| ANURAG AWADE **IT Service Management ǀ Process Consulting ǀ Service delivery**  anurag.awade@gmail.com  +91-7507082388 | |
| core24x24icons Core Competencies   |  | | --- | | IT Service Management | |  | | IPC management | |  | | Process Improvement | |  | | Process Audit | |  | | SLA / Service Delivery | |  | |  | |  | | IPC Management | |  | | Data Analysis | |  | | Reporting & Documentation | |  | | Recognised for identifying Continuous Improvement opportunities to improve business performance in all dimensions; successfully led Infrastructure Projects of large magnitude in diverse domains including **Telecom, DTH and Healthcare as an IT Service Management.**  Targeting assignments **ITIL** / **Process** **Consulting** |
| knowledge24x24icons Profile Summary |
| * Certified **Six Sigma Black Belt** professional with **over 8 years** of experience; presently associated with Wipro Technologies as a **Critical Incident Manager** * Skilled in assessing businesses to identify improvement opportunities and develop cost reduction programs and to drive continuous improvement projects to address those defects. * Driving and resolving major incidents through war rooms within SLA timelines * Managing services for clients with focus on Incident Management, Problem Management, Change Management, Business Continuity Management, and Continuous Service Improvement * Proven ability in implementing DMAIC across multiple verticals * Proficient in client interactions and presentations /roadmap designs * Proficient in smooth transition of the global projects * Acted as a catalyst between clients and operations to transform the business processes * Competent in developing new processes and transforming old ones at business unit level while addressing staffing, technology, operations, maintenance, and training requirements |
| softskills24x24icons Soft Skills | career24x24icons Timeline  Nidan Technologies Pvt. Ltd., Jabalpur as a System Engineer |
| Collaborator      Communicator      Planner    Change Agent      Motivational Leader      Thinker | 2010 – 2011  Tech Mahindra Ltd., Pune as a Team Lead – IM  2011 – 2015  Velocity Technology Solutions, Pune as a Sr CIM  2015 – 2016  Wipro Technologies, Pune as an IT Service Management Lead  2016 – 2017 |
| edu24x24icons Education  Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Professional-Affiliation24x24icons.pngTrainings & Certifications | * **MBA (Project Management)** from SMU with first class in Oct’13 * B.Sc. (CS) from University of Pune with second class in Jul’10 * **Six Sigma Green Belt** from Anexas, Denmark * **Six Sigma Black Belt** from Anexas, Denmark * **ITIL** (v3 Foundation) * **French DELF B2** * **Spanish DELE A2** |
| exp24x24icons Work Experience  **May’ 16 – Oct1’ 17**  **Jul’ 15 – Feb’ 16**  **Oct’ 11 – Jul’ 15**  **May’ 10 – Sep’ 11**  **Apr’ 08 – Aug’ 08**  **Aug’07 – Jan’ 08**    **59041_velocity** | **Wipro Technologies, Pune** asa **Critical Incident Management Lead**  **Velocity Technology Solutions, Pune** asa **Sr Critical Incident Manager**  **Tech Mahindra Ltd, Pune** asa **Team Lead – Incident Management**  **Nidan Technologies Pvt. Ltd, Jabalpur** as a **System Engineer**  **First Source Solutions Ltd, Pune as** a **Sr. Customer Service Associate(Part time)**  **Tata Business Support Services Limited, Pune as** a **Customer Service Associate(Part Time)**  **At Wipro Technologies,**  **Key Result Areas:**   * Coordinating with cross functional teams in identifying key pain areas, understanding root causes, quantifying the value/impact of solutions and supporting the requirements engineering process for proposed solutions * Responsible for process base lining, redefining the process by using six sigma tools * Driving all major incidents and resolving them within SLA timelines * Managing services for clients with focus on Incident Management, Problem Management, Change Management, Business Continuity Management, Service Asset & Configuration Management, and Continuous Service Improvement * Sustaining proper coordination with consultants & vendors to ensure that the IT Infrastructure provided sufficient resources to deliver the desired level of business performance * Formulating & implementing stringent systems & quality plans / manuals to ensure high quality standards during all the stages of project; ensuring regular follow-ups on high priority tickets * Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level * Coordinating with Senior Leadership Team to interface Quality related issues and continual service improvements * Ensuring that the goals of the continuous improvement are achieved within defined SLAs * Administering monthly audits of Incident and problem tickets and submitting the audit report with observations * Providing & validating problem resolution ad-hoc status reports; facilitating between resolver groups, customers and third parties as per the requirement   **Highlights:**  ***At Velocity***   * Led all continuous improvement projects using techniques including: SPC, Six Sigma, & ITIL which resulted in improved recovery times for major incidents by 20% over 6 months * Implemented Six Sigma methodologies in the company to standardize operations and improve incident management process * Conducted risk identification workshops and developed strategy to mitigate the risks * Coached/guided team members on Six Sigma, Quality Management, and Risk Management   **Client:** Leading telecom operator in UK;  ***At Tech Mahindra***   * Reduced recurring **incidents & problems by 25%** using Six Sigma methodologies * Increased First Time resolution (FTR) from **65% to 90%** for events and incidents * Managed multiple projects for improvement in attendance, attrition, quality throughput, efficiency and cost * Established and maintained clear communication with business sponsors and IT Teams on corporate plans, policy status, progress and risk controls; detecting, logging, categorising and prioritising incidents and providing incident support * Created a comprehensive training program for new hires after VP – Training approval, reducing training time from 8 to 4 weeks   **Client:** Largest telecom operator in USA  ***At Nidan Technologies***   * Utilized Lean & Six Sigma tools to significantly improve business financials * Identified operational deficiencies and created an Employee Incentive Plan to foster accountability * Continuously created, managed, & trained personnel on Standard Work and Standard Operating Procedures; utilised statistical process control to manage quality and ensured consistency |
| **Tech-Mahindra-Logo** |
| personaldetails24x24icons Personal Details | **Languages Known:** English, French, Spanish and German **Address:** B- 603, Swiss County, Near Vengsarkar Cricket Academy, Thergaon, Pune: 411033 |

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