

SRINIDHI CHAKRAVARTI

2519, 10th Main, E Block, Rajajinagar II Stage, Bangalore 560010, India

E: jaynidhi@gmail.com M: +91.974.25.24.23.7

Summary

Extensive experience in Service Management for more than 10 years which include interaction with various clients at offshore and client locations in Europe and Asia.

Experience

TATA Consultancy Services

Jan 2008 – Present

Role: ITSM Tower Lead/Consultant

Designation: Assistant Consultant

Location: Bangalore

Client: US Retail Major

- Requirement gathering, process design, continuous process improvements and define metrics.
- Identify & plug process gaps and improve process maturity.
- Evaluate operational and proposed processes in comparison on best practices.
- Periodic review of Service Improvement Plans.
- Drive and resolve process issues.
- Guide teams with Service Improvement Plans and ensure service improvement is continual.
- Draw-and-Drive process improvement tasks.
- Handle escalated and complex issues.
- Drive weekly and monthly meetings with clients.
- Resource management - Evaluate release and recruitment of personnel.
- Vendor management – Coordinate/negotiate with third parties.
- Ensure process adherence and as per agreed SLAs.

Other roles at TCS for previous clients include:

Client	Role	Location
Global networking major	Project Manager	Bangalore, India
UK telecom major	Transition Lead	Ipswich, UK
South-East Asian airline	Change & Release Consultant	Selangor, Malaysia
Global gaming major	Transition Lead	Geneva, Switzerland

Barclays Capital (Contractor)
Singapore

Change Analyst

Jan 2007 – Nov 2007

Employer: Optimum Solutions

- Risk assessment of changes – liaise with approval and implementation team.
- Manage changes so as to minimize service downtime.
- Identify potential risks of changes which clash with change freezes.
- Access Management – managing and implementing approval groups.
- Evaluate risk and impact of all changes, including ECRs (Emergency Change Requests).
- Review change request for accuracy and completeness.
- Adhere to the agreed SLAs as per the change classification (minor, major and significant).
- Work with various teams (business and technical teams) during change freeze and during UAT.

Wipro Technologies
Bangalore

Incident & Problem Analyst

Mar 2005 – Dec 2006

Designation: Project Engineer

- Communication & escalation of Priority 1 and 2 (software issues) to respective technical team.
- Proactively identify & manage potential incidents through alert management & trend analysis.
- Documentation of RCAs (Root Cause Analysis) and AARs (After Action Review).
- Quality analysis of data captured and performance monitoring of level 1 personnel.
- Providing immediate attention to high priority tickets such that SLAs are not impacted.
- Coordinating with various internal and external teams and vendors.

Skills	IBM (Contractor)		Change Analyst	Sep 2004 – Mar 2005
	Bangalore			Employer: IMSI India Pvt Ltd
	<ul style="list-style-type: none">Change Request (CR) review - Justification, Business impact, Classification, correct approval teams included and Backup plans.Liaise with Datacenter and infrastructure teams on UAT (User Acceptance Tests).Ensure there are Backup plans for all Changes so as to maintain Business Continuity & lower risks.Understanding, negotiating, following-up with Forward Schedule of Changes & postponed CRs.Managing changes so as to minimize service downtime and ensure availability.Evaluating risk and impact of all changes, including ECRs (Emergency Change Requests).			
	Accenture		Helpdesk Technologist	Jul 2003 – Aug 2004
	Bangalore			
	<ul style="list-style-type: none">Manage IT Infrastructure issues (software) for internal personnel of Accenture.Act as SPOC (Single Point of Contact) for all password and login problems.Create/Modify Distribution Lists.Providing support to Accenture employees (internal support) for their software issues such as login problems, exchange problems, network connectivity issues, etc.Assisting users with issues in Sharepoint and customized applications.Helping new personnel in setting up their VPN (Virtual Private Network), laptops etc.			
	Processes	Change and Release Management, Problem Management, Incident Management.		
	Tools	Remedy, Service Now, LANDesk, CCM.net, Heat.		
	Others	MS Visio, Vendor Management, People Management.		
	Trainings/ Certifications	Year	Program	Location
2013		Project Management	Bangalore	QAI
2012		ITIL Foundation V3	Bangalore	TCS
2012		Risk Management	Bangalore	TCS
2006		Customer Leadership Interface Program	Bangalore	Wipro Technologies
2006		New Leader's Program	Bangalore	Wipro Technologies
2006		ITIL Foundation V2	Bangalore	EXIN
Education	Year	Program	Location	Board
	1996-99	Diploma in Computer Science	Bangalore	MN Technical Institute
	1996	A-Z of Computer	Bangalore	Aptech ZED Academy
Other Details	Date of Birth	-	26 June, 1977	
	Marital Status	-	Married, 1 kid	
	Current Location	-	Bangalore	
	Passport Number	-	G0742210	