

SHAURYA SINGH

DATA ANALYST

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PROFESSIONAL SUMMARY

I am a **Data Analyst** with experience in storage operations and vendor management, specializing in data-driven insights to improve SLA performance, operational efficiency, and cost optimization. Skilled in analyzing operational data, building dashboards, monitoring KPIs, and detecting anomalies to proactively reduce risk and improve service reliability. Experienced in leveraging automation and monitoring tools to support data accuracy, performance tracking, and continuous improvement across hybrid and cloud-integrated environments.

SKILLS

- Enterprise Storage Operations: SAN/NAS, Pure Storage, NetApp, Hitachi VSP
- SLA Monitoring, Prediction, and Anomaly Detection
- Vendor Management and Third-Party Governance
- Risk Management and Operational Compliance
- Dashboarding, Reporting, and KPI Tracking
- Team Leadership, Training, and Knowledge Transfer
- Storage Optimization, Capacity Planning, and Performance Tuning
- ITSM: Incident, Change, and Problem Management (ServiceNow, BMC Remedy)
- Process Reengineering and Workflow Optimization (Lean Methodology)
- Data Center Operations and Infrastructure Coordination
- Cloud Storage Awareness: Hybrid & Azure Environments
- Strong Verbal, Written, and Stakeholder Communication

WORK HISTORY

Data Analyst, 06/2022 - Current

DXC Technology – Noida, India

Storage Operations & Vendor Management

- Led end-to-end vendor management and third-party governance, consolidating multiple vendor relationships into a single operating model to improve service integration and reduce operational costs.
- Improved vendor collaboration, service delivery, and SLA management by minimizing dependencies on multiple third-party providers and establishing clear ownership models.
- Maintained operational efficiency through process documentation, SOP development, and cross-functional training initiatives.
- Delivered vendor-led and internal training programs to enhance team capabilities, support complex infrastructure projects, and ensure high-quality service delivery.
- Applied Lean methodologies and continuous improvement practices to eliminate redundant processes, reducing processing time by 15%.

Operational Workflow Optimization

- Designed and implemented SLA prediction, monitoring, and anomaly detection solutions, achieving a 0.1% variance in SLA accuracy, and proactively preventing service outages.

- Identified and mitigated operational risks and performance anomalies (e.g., capacity and size fluctuations) to improve system reliability and availability.
- Integrated operational dashboards, SLA reporting, and performance monitoring tools into client environments through stakeholder collaboration.
- Led the enterprise-wide rollout of a Storage Reconciliation Dashboard across DXC, training global users, and tracking adoption using compliance KPIs and operational metrics.

Process Reengineering & Risk Management

- Standardized ITSM ticketing processes and templates across BMC Remedy and ServiceNow (SNOW) to improve incident categorization, root cause analysis, and resolution efficiency.
- Implemented risk management frameworks to proactively identify, assess, and mitigate project and operational risks, while ensuring uninterrupted service delivery.
- Applied Change Management, Problem Management, and Incident Management best practices to deliver permanent fixes and reduce recurring incidents.
- Reduced mean time to resolution (MTTR) by 30%, improving customer satisfaction, service quality, and SLA compliance.

Strategic Business Engagement

- Participated in strategic business reviews (SBRs/QBRs) with clients and stakeholders to align on service objectives, SLAs, KPIs, and continuous improvement initiatives.
- Drove key operational initiatives through structured stakeholder communication, action planning, and performance tracking, resulting in measurable outcomes.

Team Leadership & Management

- Led the team in onboarding, training, and knowledge transfer for high-profile client engagements, ensuring smooth operational transitions.
- Stabilized and optimized IT operations workflows aligned with client requirements, SLAs, and governance standards.
- Managed high-volume incident, service request, and change queues (500+ tickets/month) with 100% SLA adherence and zero SLA breaches.

Storage Administration

- Administered enterprise storage infrastructure across multiple client environments, ensuring 100% data integrity, business continuity, and uninterrupted operations.
- Configured and optimized SAN/NAS storage systems, improving system performance, resilience, and reducing recovery times by 30%.
- Led storage migrations, upgrades, and capacity planning initiatives with minimal downtime.
- Maintained 99%+ system availability through proactive monitoring, health checks, and preventive maintenance.

EDUCATION

Bachelor of Technology: Computer Science And Engineering, 06/2022

Noida Institute of Engineering Technology - Noida, India