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Ayushi

# Objective

A Challenging and Growth Oriented carrier in a dynamic and growing organization primed for 21st Century, which offer the professional environment with creative freedom and Practical challenge wherein I can prove my qualification and skills and help to the maximum extent, in promoting Business of the organization.

# Summary of Experience

* **A total of 5+ years** of IT experience working on Service Management, ITIL guidelines.
* Currently working as Specialist in **HCL Technology.**
* Previously worked with **Capgemini India Pvt Ltd as** System Analyst**.**
* Worked on established guidelines and procedures to fulfill the IT requirements of the company, IT Service Management (ITSM) based on ITIL best practices.

# Educational and Technical Qualification& Certifications

* **ITIL V3 Certified 2017 (APMG)(Date: 25th February, 2017)**
* **PRINCE2 (Foundation and Practitioner)Certified by APMG(Exam Date: 22nd September 2017)**
* Completed **B.tech (IT)** in June 2013 from **Uttar Pradesh Technical University, Lucknow** with 71%.
* 12th from Seth M.R Jaipuria School (I.S.C) ,Lucknow in 2009 with 77%.
* 10th from Seth M.R Jaipuria (I.C.S.E) in 2007 with 86%.

# Core Competencies

**Technical**

* **Operating System :-** Win XP, Win 2000, Win 2003, Win 2008, Win 2010
* **Microsoft Technologies:-** Active Directory ( Basic ) ,MS Office.
* **Tools:-** ServiceNow , SD Engine (MESD)

# PROFESSIONAL EXPERIENCE

CURRENT Employer : HCL TECHNOLOGY , Noida INDIA

(SEPTEMBER 10TH TILL PRESENT)

**OPERATION SPECIALIST (Major Incident Manager)**

• Gained Strong understanding on ITIL processes, principals and tools.

• Experienced at handling Enterprise High Priority Incidents (P1 and P2) and Problems (RCAs).

• Initiating and chairing conference calls with technical support teams, Service Delivery Directors, Project Managers etc to handle High Priority Incidents till resolution.

• Made sure, all the Incidents are resolved as per defined SLAs, ensuring reduced MTTR (Mean Time To Repair).

• Experienced in creating/documenting Standard Operating Procedures (SOPs).

• Coordinated changes required to resolve incidents, deploy permanent fixes.

• Managed entire Incident Lifecycles (Identification and Recording, Investigation and Diagnosis, Escalation, Resolution and Recovery, Incident Closure).

• Responsible for publishing various reports on the In Progress, Resolved, Assigned incidents etc.

• Worked with Event Management team (Business Monitoring) to continually track and monitor Business Critical Alerts to prevent future incidents.

• Published regular communication to all the Leadership team on the resolution progress of the Critical and Major Incidents.

• Published new incidents in the Problem Management report and updated the same in Known Error Database and Root Cause Analysis report.

• Worked with Team Managers, Developers, Data Analysts, Project Managers, and Vendors.

• Make recommendations and take actions to Continually Improve and evolve the Incident management process and structure as per the changing Business needs.

• Experienced in Change and Configuration Management (managing CMDB) as well. Certified in ITIL RCV (Release, Control, and Validation) Service Capability module.

• Provided end-to-end application support on SAP and IT Infrastructure Support models.

• Gained experience on Trend Analysis and 5 Whys techniques (Proactive Problem Management) to influence management decisions to reduce the Incident count.

Previous Employer: Capgemini India pvt ltd , Noida , India

(SEPT 22nd 2014 – SEPTEMBER 10TH 2018)

**Subject Matter Expertise and Service Management and Delivery**

* Worked on established guidelines and procedures to fulfill the IT requirements of the company, IT Service Management (ITSM) based on ITIL best practices.
* Produced capacity plans in line with Capgemini and Rexel business planning cycles , identifying requirements early enough to accommodate procurement and approval lead times.
* Reviewed SLA performance and recommended corrective action.
* ITIL V3 Service Operation and Continual Service Improvement.
* Incident detection and recording, initial user support by the single point of contact (service desk) .
* Investigation and diagnosis, resolution and recovery of service, incident closure, Incident ownership, monitoring, and communication
* Prepared Outage reports.
* Conducted daily, weekly and monthly checkpoints and presented status reports to Steering.
* (Executive) committee along with risk and issue escalation.
* Performed Training workshop for new joiners in the Team to train them on the entire process and monitoring their transition.
* SPOC for maintain the Quality of tickets by performing daily checks and audits.
* Generated weekly and monthly outage reports and provided to senior management.
* Developed and implemented various process improvements within the team as per ITIL methods and practices.
* Communication with Business Clients and first point of contact/interface for application issues and outages between Business and Technology Team.

**Role/Responsibilities**

* Follow-up with technical team till the outage is resolved
* Providing technical support & resolution to Business User’s queries.
* Preparing Outage reports
* Organizing conference calls
* Experience in managing User Accounts like Creation or Deletion of User Account on various ERP application like Epicor Solar Eclipse, Solar Eterm and XPD.
* Training Team Members on Various Applications.
* Understanding the root cause of the outage .
* Perform RCA on SLA miss Requests and Incidents
* Assistance in the completion of Root Cause Analysis report
* Team's performance analysis, MIS Reporting.
* Conducting training sessions and refreshers on process updates and Voice & Accent.
* Handling Escalations
* Providing customer support, resolving queries.
* Quality Analysis on the Tickets and Calls of the agents in the team
* Ability to work with many different types of personalities maintaining a balance between a positive customer-focus yet ensuring their compliance with the policies and procedures of the Change Management process.

Previous Employer: Wipro ltd , New Delhi

(july 19th 2013 – Aug 7th 2014)

Subject Matter Expertise

**Project: HP Tech process**

**Team Size: 12**

**Client: Hewlett-Packard**

**Primary Objective:** Was involved in providing services of the HP printers in US and assuring that Client is happy with the services and Services are continued, managing and working in accordance with Service Level Agreements as agreed with the Client

**Role/Responsibilities**

The Hewlett-Packard Company (commonly referred to as HP) was an American [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [information](https://en.wikipedia.org/wiki/Information_technology) [technology company](https://en.wikipedia.org/wiki/Technology_company) that developed and provided a wide variety of hardware components as well as software and related services to consumers. Our team provides offshore support to it. My work consists of the following items:

* Problem identification, troubleshooting printer issues (hardware and software), resolution or escalation with in SLA time frame
* Basic understanding of HP printers, Routers & TCP / IP networking and extensive knowledge of personal computers and all common peripherals, monitors, printers.
* Good communication, time management & problem solving skills.
* Troubleshoot on printer, network issue.

PERSONAL details

**Date of Birth :** 14thNov 1991

**Gender :** Female

**Nationality :** Indian

**Languages :** Hindi, English

**Marital Status :** Single

**Permanent Address :** c-4/110 , Virat Khand , Gomti Nagar, Lucknow

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**Ph No. : +91-880 045 3334**

**Reference :** Available on request

**(Ayushi)**