

ITSM Coordinator

ITSM Coordinator (Lenovo-PCCW Solution),
IT Coordinator/Admin (HCL Insys-Singapore), Vendor Coordinator (HCL Info system Ltd, India),
Call Coordinator (TVSE service Tech Ltd. India), Call Coordinator (HCL Info system Ltd, India),
Customer Service Representative (Eureka Outsourcing Solution Ltd.),
Call Coordinator (Om Sai Services, India)

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Pass Status : Dependent Pass

STRENGTHS

- Initiative, Sincerity and attitude for hard work
- Have the ability to create conducive and stimulating work environment.
- Energetic and cheerful
- Good team player and collaborate effectively with multiple stakeholders internally and with clients
- Self-starter and proactive in identifying and driving initiatives, opportunities for adding value to customer service
- Able to plan, prioritize and manage work requests from various stakeholders and set clear expectations`

PROFESSIONAL SUMMARY

ITSM Coordinator

Singapore

Lenovo PCCW Solution

Mar. 2022 – Till Date

- Publishing weekly report for CMDB inventory update to respective SDD and SDM.
- Following up with agencies SDD and SDM for pending CMDB upload report.
- Once receive CMDB assent inventory report, validation of asset inventory which includes Desktop, Laptop, RSA token, Go max, Display Hardware, Server devices, Network Devices, appliances, accessories, and software. Etc.
- After validation of asset inventory for all the Govt. agencies same will be upload into ITSM portal.
- Closing all CMDB or Configue librarian related Sr's (Rtask).
- Raising NSSR for Govt. agencies. (E.g., Force closure of Sr's, need add member into Group, billing issue, etc.)
- Preparing Monthly report for lease end assets and sent to all the agencies for further process. (Meaning asset need to retire or assets need to renew contract)
- Helping to agencies to raise query with ITSM for Enhancement or for solution.
- Taking care of day-to-day activity like monitoring agency ticket which is logging in the agency portal.
- According to requirement escalating case to respective stake holders. Raising Service request with backend for processing Service Request in the ITSM portal.
- Helping to prepare MIS report for the agencies which is having billing issue.
- Coordinate and follow up with respective stakeholder until completion of task.
- Update respective stakeholders about status of Sr's.
- Handle escalations in case of unsatisfactory or delayed service
- Working in the Service Request management team as SRM agent.
- Logging tickets based on incoming emails and calls within stipulated SLA

**Vendor Coordinator,
HCL Info systems Ltd. (IndusInd Bank)**

**Mumbai, India
Sep. 2013 – Sep. 2014**

- Recorded and reported on metrics according to management.
- Conducted examination of assets whenever requested by assets owner.
- Facilitated and monitored vendor performance as well as provided formal feedback.
- Managed vendor relationship along with third party institution.
- Negotiated vendor contracts as well as work statements.
- Maintained vendor calendars for agreement renewals for institutions.
- Coordinated, tracked and monitored all participant efforts for ensuring timeliness of deliverables.
- Ensured company obedience with contractual requirements.
- Coordinate and follow up with engineer until completion of task.
- Coordinate with vendors until completion of task.
- Set SLA with third party for completion of pending tickets.

**Service Level Coordinator
TVSE Service Tech. (Dell)**

**Mumbai, India
Dec. 2010 – Sep. 2013**

- Managing Installation and Service door to door support on behalf of Dell.
- Downloading tickets through SAP and scheduling within stipulated SLA and as per customer requirements.
- Assigning tickets to engineer based on the Location.
- Coordinate and follow up with engineer until completion of task.
- Update the ticket update in respective ticket.
- Coordinate with Dell in case of tickets is not resolve in 1st attempt or not satisfied user details.
- Handle escalations in case of unsatisfactory or delayed service.
- Hands on experience on ticketing tools – SAP.

**Service Level Coordinator
HCL Info system Ltd. (IDBI Bank and CIDCO)**

**Mumbai, India
Apr 2009 – Nov 2010**

- Handling New branch Roll out and onsite service.
- Logging tickets based on incoming calls from onsite customer within stipulated SLA.
- Assigning tickets and dispatch respective engineer based on Network/Server/Database.
- Coordinate and follow up with engineer until completion of task.
- Coordinate with vendors in case of third-party cases.
- Update user about status of ticket from time to time.
- Maintained vendor calendars for agreement renewals for institutions.
- Handle escalations in case of unsatisfactory or delayed service.
- Assigning tickets respective engineer based on the Location for new assets installation.
- Coordinating for purchase order. Keeping track for AMC & warranty support period.
- Coordinated, tracked and monitored all participant efforts for ensuring.
- Maintain files for call report of vendor & escalated calls, invoices, bills, distribution of asset, I Mac form. Etc.
- Follow up with the stake holder for site readiness for new branch.
- Scheduled third party engineer for third party assets installation like Printer etc.

**Customer Service Representative,
Eureka Outsourcing Solution Ltd. (Emerson network Power Ltd.)**

**Mumbai, India
May 2007 to April 2009**

- Preparing Invoice copy, AMC agreement, Bank Guarantee & send to customer.
- Follow up with client for Pending Payment.
- Follow up for TDS collection.
- Direct interaction with Client & Salesperson regarding payment & other issues.

- Daily update of payment collection from team and update into the payment report.
- Maintained client calendars for agreement renewals for institutions.
- Update daily report of Payment collection to Team Leader, Project leader, Senior Engineers, Zonal Manager & Country Manager.
- Prepare monthly MIS report with chart of AMC & Payment for MBR (Monthly Business Revenue).
- Prepare Minutes of Meetings & send report to Team Leader, Project leader & country manager.
- Dispatch Intimation to Client for Dispatched Material information with invoice details.

**Om Sai Services (APC service center)
Call Coordinator**

**Mumbai, India
July. 04 to Dec. 06.**

- Managing Installation as well as Service support on behalf of APC.
- Downloading tickets through email and update into Excel sheet.
- Scheduling tickets within SLA and as per customer availability.
- Assigning tickets respective engineer based on Location.
- Coordinate and follow up with engineer until completion of task
- Update the ticket update in respective ticket.
- Handle escalations in case of unsatisfactory or delayed service
- Manage account dept. like engineer. Salary & office expense.

EDUCATIONAL QUALIFICATIONS/CERTIFICATIONS

Bachelor of Commerce	Mumbai University	April 2009	Mumbai, India
High School Certification	Dr. Joshi Bedekar College.	Feb 2004	Mumbai, India
Secondary School Certification	Dr. Bedekar Vidya Mandir	March 2002	Mumbai, India

TECHNICAL SKILLS

- Completed MSCIT in Dec 2010
- Completed ITIL Certification in Nov. 2015

PERSONAL DETAILS

Date of Birth : May 03, 1986
 Languages Known : English, Marathi, Hindi, Kannada
 Marital Status : Married

Date:-

Sheetal C. More