**Manmohan Reddy**

**IT PROFESSIONAL**

**:** **+971529149109 : mr.manmohan@outlook.com Dubai, UAE.**

**CAREER SUMMARY**

Talented and technically sophisticated business IT professional with 10+ years extensive experience in eliciting business requirements, analyzing systems, business analysis, business process re-engineering, ITSM Solution Design and Tool Implementation, system administration, managing multiple software applications, and IT Project Development/Solutions. Proficient in advanced development methodologies, tools, and processes as well as utilizing software applications in redefining work efficiency. Adept at troubleshooting, and analyzing data to achieve cost-effective and responsive solutions. Dedicated to continuously discovering, implementing new technologies to maximize development efficiency. Possess confidence, enthusiasm, excellent communication, and time management skills.

**CORE COMPETENCIES**

* IT Management ● Data Analytics and Reporting ● Data migration
* SAP Account Management ● Operational Management ● Customer Satisfaction

● Testing/QA/Rollout/Support ● Team Building ● Process Re-engineering

* Client Relations & Presentations ● IT Project Management ● IT Solutions

**CERTIFICATIONS & TRAININGS**

* ITIL Foundation
* Six Sigma White Belt
* Project Management Essentials Certified
* Introduction to Cloud Computing Certified
* MCSE, CCNA, A+, N+ Institute Certified
* RPA - Automation Anywhere Certified
* AWS Certified Solutions Architect Associate

**KEY ACHIEVEMENTS & RECOGNITIONS**

* Key Player in implementing RPA Process to achieve organizations KPI Goals, Reduced Mandays for many internal Process involving RPA.
* 1-Team Award for Office 365 Rollout across 15000 end users across multiple geographic locations (June 2016) @ Alfuttaim EIT
* Certificate of achievement for ITIL Implementation (November 2016) @ Alfuttaim
* On-The-SPOT Award Winner for best performer (October 2012,December 2012) @ Unisys
* Succussfully implemented Traininga and CSAT improving sessions and produced Best Performing Agents @ Convergys

HIGHLIGHTS

* A good communicator who is can explain complex technical concepts, both verbally and in writing
* Self-motivated, proactive, and can thrive in a fast-paced, mission-critical environment.
* Excellent team player with strong organizational skills
* Proficient in data reporting Strong interest in Artificial intelligence (AI) and Robotic Process Automation(RPA)

TECHNICAL SKILLS

* **Business Process Modeling:** Microsoft Visio, Mind Manager.
* **Relative Tools:** RemedyForce, Remedy, SCCM, IBM Tivoli, SAP ECC 6.0, SAP HCM, SharePoint, UPerform, Solar Winds, Airwatch MDM, Blackberry Link.
* **Virtualization:** Cisco Packet Trace, Microsoft Virtual PC
* **Project Management:** Microsoft Office 2016; Microsoft SharePoint

PROFESSIONAL EXPERIENCE

**AL-FUTTAIM GROUP**

**Service Management Specilist – Enterprise IT June 2015 – Current**

*IT transformation initiative lead by Team that involved conceptualizing, designing, implementing and delivering a holistic ITSM solution for Al-Futtaim Group.*

*Managed the Service Design and Delivery functions in Enterprise IT. Responsible for designing new services, Service Catalogue. Contribute to the assessment of Service Readiness for new solutions to ensure they are supportable and maintainable.*

**Notable Achievements:**

* Implementing continuous service improvement cycle, driving new ways of working and enhanced customer experience by exploiting new technologies to automate processes
* Responsible to deliver service design projects on new or existing LOBs in IT Service Request catalog management
* Conducted process workshops and awareness sessions.
* Enhanced business users’ experience with the definition and implementation of Service Catalogue, encompassing 180+ services offered to major Lines of Business with a user base of 15000+ across the GCC region and Singapore.
* Streamlining of service management processes through alignment to ITIL Best Practices.
* Coordinated the implementation of a cloud based ITSM tool solution.
* Managed the definition, build and operationalization of the CMBD.
* Key Contributer to RPA roadmap and automating service process.

**TIP(Tawazun Industrial Park)**

**IT Service Desk Specialist Dec 2014 – June 2015**

*IT Service Desk Specilist for a prestigious semi-government organization in the capital city of UAE. Played a pivotal role in getting the IT transformation Project within the organization.*

**Notable Achievements:**

* Played a crucial role in a team of consultants on process definition, implementation, service improvements tool customization.
* Conducted awareness sessions and Trainings for Service Desk Agents.
* Implemented ITIL best practices in service desk and delivered exceptional service desk duties.
* Working closely with Service Delivery Lead to roll out SLAs for IT Services and Bunisess Critical Services.
* Manage availability of agents throughout the shift and assigning and prioritize work accordingly.
* Handel Escalations and support services Outside business hours as a Duty Manager to provide continual support for Business users.

**Unisys India**

**Services Support Representative(Level3) - May 2012 – Oct 2014**

*Level 3 Technical Support for Microsoft Operating system, Application Debugging using snooper tool.*

**Notable Achievements:**

* Troubleshoot Tier-3 support issues with Lync using snooper Debugging tool, Provide Desktop support for internal Microsoft Employees, Creating User accounts, assigning user rights, maintaining accounts, set group Policies in Active Directory.
* Work towards movement of accounts from On-Premises Server to cloud Server using Microsoft PowerShell Scripting. Collect logs from the affected machine and analyze the Logs to provide effective solution, Trace Logs like UCCAPI, Windows Logs in event Viewer.

**Convergys India PVT. LTD**

**Subject Matter Expert – Client Services Apr 2010 – May 2012**

Training and Quality Expert for a leading Telecom Customer Centre and Infrastructure Practice in Convergys India Centre.

**Notable Achievements:**

* Training on-call agents to achevive positive CSAT scores and improve the organizations KPI goals
* Stabilized the negative feedback by enhanchng user experience.
* Initiated CSAT Survey, collated, analysed, and published quarterly scores of CSAT Index.

**Versabit Technologies PVT. LTD**

**System Administrator Feb 2009 to Apr 2010**

**Notable Achievements:**

* Single handedly established an IT framework for a small organization.
* Planning, Development and improvement of the informaction Technology sector.

EDUCATION & PROFESSIONAL DEVELOPMENT

MASTER IN BUSINESS ADMINISTRATION (Information Technology) 2013

Manav Bharti University, India.

BACHELORS OF COMPUTER APPLICATION 2009

Manav Bharti University, India.

**References Available Upon Request**