

CAREER OBJECTIVE

To pursue a challenging position in IT which allows me to utilize my inherent strengths, good communication skills and offers scope for professional and personal growth.

PROFESSIONAL SYNOPSIS

- 5+ years' experience as TWS batch job scheduling / administration and ITIL Governance
- Worked on ensuring ITIL governance for complete infra and Application issues for multiple projects.
- Worked with technical teams and client for resolution.
- Facilitated coordination and planning of request forms to support a stable production environment by controlling the implementation of changes.
- Experience managing multiple issues with conflicting priorities under tight deadlines
- Leading BCMS activities for multiple projects.
- Participated in Internal audits.
- Conducting ITIL (Change Management) trainings for entire organization
- Have hands on experience on TWS version 8.5 to 9.4
- Creating and scheduling UNIX and Windows batch jobs for large environment of NiSource using TWS.
- Troubleshooting job failures related to TWS.

Personal Skills

- Demonstrated handling pressure and customer engagement in critical or difficult circumstances.
- Vibrant Team Member, actively participating in discussions and transferring Knowledge to team.
- Dedicated and hardworking individual always looking for new areas to learn and enhance my knowledge.
- Ability to co-operate and work well in a team.
- Possesses strong analytical and learning abilities, good interpersonal skills, commitment, result oriented, hard working with a quest and zeal to learn new technologies and undertake challenging roles.

PROJECT EXPERIENCE

Total Experience: 5+ years

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| 1. Company Name: | T-Systems |
| Period: | 2+ Years (Currently Working) |
| Role: | Process Consultant (Change Manager) |

Responsibilities:

- Change Process Governance and compliance for multiple projects.
- Planning Changes without any conflicts, review the changes processed by coordinators to ensure change quality is as per the standard process.
- Manage the entire life cycle of change from creation to closure.

- Organizing CAB calls to secure approvals (Customer CAB, Project, Quality) .
- Creation of Change templates and SOP's. Driving the safeguarding call to ensure all implementers are aware of the changes they are assigned to implement and aligning the resources if necessary. Maintaining minimum backlog of changes post implementation.
- Working on Emergency, Standard, Expedite, Normal Changes (Internal and OS Image Upgrade)
- Working on Daily Reports, Weekend Report, Monthly Reports.
- Leading the BCMS activities for multiple projects in the organization.

2. Company Name: HCL Technologies
Period: 1 Year 5 months (Oct 03,2019 – Apr 05, 2021)
Role: Level-2 PMR Support Engineer/Support Specialist.

Responsibilities:

- Experience Scheduler Version – TWS 9.2, 9.3, 9.4 & 9.5 (All FPs).
- Installation of MDM, BMDM, FTAs, AGENTS etc.
- Experience with AIX, LINUX, UNIX, Windows operating systems.
- Have good knowledge on end-to-end scheduling.
- Have Knowledge on all the functionality of TWS and working experience on most of them.
- Replicating customer scenarios in lab environment and creating APAR in case of any bug found on the product.
- Have knowledge on analyzing and resolving complex issues.
- Published Technotes/IBM Documentation for TWS issues/troubleshooting on internet.

3. Company Name: Wipro Technologies
Client: NiSource Inc
Role: TWS Admin/ ITIL Governance - Incident/Change management
Period: 1 Year 6 months (May 28th, 2018 – Oct 1, 2019)

NiSource Inc. is one of the largest fully regulated utility companies in the United States, serving approximately 3.5 million natural gas customers and 500,000 electric customers across seven states through its local Columbia Gas and NIPSCO brands.

Responsibilities:

- Worked on TWS (Tivoli Workload Scheduler) version 9.2.
It's a distributed environment where I am responsible for scheduling administration of 4000+ jobs and 100+servers or FTAs.
- Fulfilling batch job scheduling requirements from customers.
- Daily Health checks.
- Change request creation and working on change tasks assigned to our group.
- Have experience using many UNIX commands for scheduling, stopping and shutting down of a job or server.
- Handled Incident/problem and change tickets.
- Assessed incident priority based upon impact to business and escalated issues as necessary.
- Responsible for managing communication with internal and external stake holders during the life cycle of the Major Incident and Post regular messages.
- Responsible for initiating Bridge Calls towards meeting resolution for reported incidents.
- Assisting the Problem Management Owner in identifying and planning for Problem Management process improvement projects.
- Rerouting misdirected incidents that have not been handled in a timely manner and Identifying incidents which need special attention or escalation.

- Handled high priority incidents with composure, making quick decisions in an effort to reduce overall impact.
- Multitasking in critical situation where I had to connect to customer, users and had to handle the high level of workflow during outages and patching activity.

TECHNICAL SKILLS

Technologies : ITIL, Excel (Basics), TWS, UNIX. (Basic), Scrum, Audit Management
Tools Knowledge : SM9, Service now, TWS Web admin, Putty, Salesforce, Service now

ITIL V4 Foundation (External Certification)
Certified Scrum Master
Internal Audit Management

QUALIFICATION DETAILS:

Completed BBA (bachelor's in business administration) from Aditya degree College (Kakinada).

LANGUAGE PROFICIENCY:

- **Can read write and speak** English, Hindi, Telugu

CERTIFICATES:

- ITIL V4 Foundation
- Certified Scrum Master
- Internal Audit Management
- Cloud Digital Leader
- Received T-performer award in 2022, 2023 and Quarterly RnR appreciations.
- Appreciated by customers as well as managers on various occasions for adherence to the process.
- Appreciated by my Team Lead for contributing my efforts and achieving SLA on time for the team.

PERSONAL DETAILS

- Date of Birth: -15-May-1996
- Gender: - Female
- Marital Status: - Single
- Nationality: - Indian

I hereby declare that the above information given by me is true and correct to the best of my knowledge and belief. I will do my work to the satisfaction of my superiors.

(Mastani Shaik)