

# Saif Ali Khan

*Managed Service Specialist,  
Corner Stone OnDemand, Pune*

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DOB: 19th May, 1994

## Summary

- **M.B.A (Operations Management), 2020** from Pune University with 7.5 SGPA.
- **B.E. (Information Technology), 2016** from Pune University, with First Class.
- **Diploma in Information Technology, 2013** from M.S.B.T.E with Distinction.
- **ICSE Schooling from Hutchings High School, Pune, 2010** with Distinction.
- Excellent analytical and problem solving skills.
- Team Work and Project Management.
- Accurate and Detail oriented.
- Effective Stakeholder Relationship Management.
- Strong leadership and motivational skills
- Ability to handle pressure.
- Public Speaking.
- Positive and cheerful attitude and an emphatic listener. Amazing team player that gets well with diverse team.

## Professional Experience

### 1) February 2020 to Present: Corner Stone OnDemand Designation: Managed Service Specialist (IT Consultant)

#### Summary:

- Complete TalentSpace and TalentLink product training as well as stay up to date on upcoming features.
- Provide Premium world-class hands-free services to customers.
- Comfortably leverage communication technologies to efficiently work through customer requests.
- Leverage troubleshooting expertise and work with the Technical Support Team should the situation arise.
- Resolve Incidents within the specified Service Level Agreements/Operational Level Agreements.
- Create and assist with the Knowledge Base Articles.
- Document troubleshooting steps and service restoration details.

### 2) April 2018 to Present: Wipro Technologies, Pune Designation: Administrator, IT Project Engineer

**Title: IT System Administrator L2**

**Client: Abbott Laboratories**

#### Summary:

- Investigate and diagnose Incidents to restore a failed IT Service as quickly as possible.
- Resolve Incidents within the specified Service Level Agreements/Operational Level Agreements.
- Creating tickets in ITSM ticketing tool for incident reported.
- Prepare Daily and Weekly reports for Global Service Desk and publishing to top management.
- Daily standup meetings with the stake holders.
- Manage the complete end to end service, including and understanding of its assets, components and maintain Service Level Agreements, and deliver the IT Services to agreed service levels.
- Help team to Resolve Incidents within the specified Service Level Agreements/Operational Level Agreements
- Document troubleshooting steps and service restoration details.
- Create and submit knowledge articles.
- Verify resolution with end-users and resolve assigned Incidents
- Escalate Incidents at risk of breaching Service Level Agreement/Operational Level Agreement to the Incident Process Coordinator
- Working in alone shifts over weekends in off business hours to provide support and inform higher management of any failures and coordinate with stakeholders to resolve and bring services back running.
- Provide feedback on processes and make recommendations on areas to improve
- Maintain technical documentation and service catalog on installation of software, configuration of hardware

and problem troubleshooting.

**3) October 2016 to April 2018: Reliance Jio Infocomm. Ltd., Navi Mumbai/Pune**

**Designation: Assistant Manager**

**Title: Project Management Office (PMO)**

**Summary:**

- Contributed to analysis, delivery and implement strategies for Advertising campaign for PAN India 4G readiness of Jio.
- Primarily part of overall launch team of Jio and track delivery of each campaign developed.
- Confirmed quality assurance for all creative executions. Testing/Defect Management of Charging and Billing.
- Also involved in identification of issues and bugs in the various applications and Volte services provided to the customers.
- Performed manual testing process to ensure quality of software.
- Being part of World's biggest Telecom Company at Reliance Jio performed Market Intelligence and Competition Benchmarking.
- Enthusiastically took part in Point of Interconnect congestion testing at State level.
- Was responsible for interviewing of candidates for Jio BOND and Business BOND program of Reliance Jio at Pune.
- Was actively involved in running operations business of Jio as part of Business BOND team to meet market sales and increase customer on boarding.
- Was also responsible for End to End Solution delivery for Device Campaigns and offers.

**Area of Expertise**

- SLA Management
- Task Management
- People Management
- Project Management
- Incident Management
- Forecasting & Reporting