Upasana Sharma

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ROLES UNDERTAKEN: Project Manager | PMO Analyst | Project Co-ordinator | Service Now Queue Master | Technology Support Specialist (PMO) | HR Lead – GEO | Process Consultant – ITIL | Lead - Customer Service

PROFESSIONAL STRENGTHS:
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- Prince2 Agile - **Certified**
- ITIL Foundation in IT Service Management – **Certified**
- Agile Scrum Foundation - **Certified**
- Agile and scrum process | Agile Project Management
- Vendor Management | Benefit Management | Team Building
- Excellent time management and organizational skills.
- Persuasive, emphatic with good problem-solving skills.
- Good Knowledge of MS Office and Office 365
- Ability to deal with external and internal customer support in a professional manner.
- Quick learner, detail oriented and ability to adapt to new processes in a limited time frame.

EDUCATIONAL QUALIFICATIONS:

Dr. D Y. Patil Vidyapeeth Pune   Pursuing in batch 2019-21
M.B.A (Project Management)

Delhi University   2002 - 2006
Bachelor of Commerce

CAREER PROFILE:

Pinnacle Computer Systems LLC, Dubai (UAE)
Designation: Sales Account Manager, Oct 2020 to Present

Responsibilities:
- Manage all aspects of sales cycle from lead qualification to deal closure.
- Build strong professional relationship with new and existing clients.
- Generate new business by focusing on key domains such as Health Care, Hospitality, Academic, Real Estate, Oil & Gas and corporate.
- Focus on winning turnkey projects.
- Design and propose IT solutions to clients and achieve monthly and quarterly sales quotas.

Toll Technology Centre, Pune IN
Designation: Project Co-ordinator and PMO Analyst, Jan 2019 to July 2020
Project: - CIP – Contemporary Infrastructure Program (EUC, GNT & GDC)

Responsibilities:
- Working closely with End User Computing team.
- Managing end to end onboarding/offboarding processes for resources deployed in the project.
- System access management & Timesheet Management.
- Publishing and tracking meeting Outcomes.
- Managing internal/external meetings, document and share minutes of the meeting/deliverables and track outstanding actions to completion.
- Transforming all the devices from legacy to window10 and Office 365.
- Co-ordinating with end users and providing end to end solution.
- Supporting the PMO Manager with consultancy, contract and Vendor management.
- Monitoring progress and preparing management Information, including exception reporting.
- Manage tech issues in coordination internally and with vendor teams to ensure seamless delivery with minimal or no impact to productivity; maintain and report outage details regularly.
- Project risks and issues discussed in vendor and internal governance. Recording these in a log from audit perspective, discussing mitigating steps with owners, tracking closures are some of the associated critical deliverables.
- Raise and track procurement requests for hardware and software requirements.
- Helping to implement improvements.
- Liaising with development and implementation teams to achieve weekly and monthly objectives.
- Resolving unexpected issues, bringing them to management attention when appropriate.
- Service Now Queue master.

- Managing Service tickets and Incidents raised by internal customer.
- Resolving and following up Service tickets and Incidents to the closure.
- Ad hoc data management tasks as required.
- Closure reports prepared and present to Management.

Infosys, Pune IN
Designation: Technology Support Specialist (PMO), May 2012 to December 2018
Projects: - Toll Global Logistics, Australia & Infosys HR (Geo)

Responsibilities:
- Working on deals, analyzing on margins to derive the profitability of the projects
- Resource Management
- Project Revenue Estimation and Forecast (Project Budgeting System & Best Estimates)
- Logistics during client and Infosys Leadership visits.
- Client Invoicing and Procurement process.
- Integrated Project Management (IPM+).
- DART activity Management (timesheets).
- Allocation and De allocation of Resources.
- Handling On & Off boarding process as per the checklist to ensure all are completed and documented to create user id.
- Billing Activities.
- Monthly Reports | Timesheet reports | Visitor Management | Vendor Management.
- Raising confirmations (ALCON) | Project budgeting (PBS).
- Resolving employee's HR related queries for onsite policies, Performance Management and 360-degree feedback mechanism, leave and attendance, compensation & Benefits, Promotion/Progression and iRace, Group Health Insurance. NI forms etc for entire GEO region (APAC, EMEA and US).
- Issuing employment letters to onsite employees for EMEA Region.
- Coordinating with different departments like (Information systems (IS), Finance, Global Immigrations and Employee Relations) to solve the issues faced by onsite employees related to System Applications, Salary Processing.
- Supporting and working with a team to make sure the client targets are met.
- Handling employee call and providing on call solution.
- Getting feedback form employees for the service provided.
- Sharing process updates with the team to help in serving better.
- Working on live chats. Coordinating with core HR team for new process updates, refreshers.
- As a Process Executive, measuring and maintaining the productivity of the team and finding as well as correcting the loopholes found during regular assignment.
- Primarily Responsible for the Process documentation for Business Operations.
- Ensure the Incident Management process is conducted correctly and all the KPIs are met.
- Ensure process, procedure and work instruction documentation is up-to-date and promote the correct use of the process.

- Conducts daily team hurdles and weekly trainings for the team for team building, motivation and learnings.
- Focal for changes implemented in business operations.
- Ensuring the queries of the stakeholders are taken care within the response time keeping in mind the quality standards.
- Analyses and interprets financial and business data and provides in-depth analysis in identifying problems and performance exposures with alternative solutions/ recommendations to take to management/customers.
- Conducts statistical analysis on quality metrics reports to ensure that they are within control limits.
- Implementing TQR (Ticket Quality Review) across the account.
- Analysing the process behaviour trends weekly and providing the scope for improvement wherever needed.
- Conducting audits on helpdesk ticket responses.
- Directs RCA and process standardization in account by preparing, batching, and assigning incident reports and tickets.
- Analyses assigned defects experienced, to drive quality improvement.

IBM Daksh eServices Private Limited, Delhi/NCR IN
Designation: Senior Customer Care Executive, Sep 2007 to Nov 2011
Project: - Amazon.com (US)

Responsibilities:
- Handled customer interactions
- Ensured all new call activities are in accordance to set guidelines
- Shared best practices and knowledge with colleagues and teams helping achieve the given targets
- Conducting daily call quality reviews to make sure company processes are followed strictly and quality metrics are below the higher control limits.
- Ensured appropriate collection procedure remotely to maintain the customer service focus.
- Answered calls professionally providing complete information about products, take/ order cancels or obtain details about complaints
- Managed to keep records of customer interactions, transactions, complaints, comments as well as actions taken, process orders, forms and applications
- Coordinate with technical support team and designers in handling issues.
- Maintains record of all enquiries and related details in computer systems to track and drag them to closure within specified timelines and SLAs.

McDonalds Corporation
Designation: Relationship Executive, Feb 2004 to Jan 2006

Responsibilities:

- Supporting and managing the crew effectively to ensure the stabilized environment.

- Handle interactions with customers regarding bookings, complaints and feedbacks.
- Review the complaint register weekly and ensure each issue is taken care on priority.
- Conducting quality performance review of the crew with respect to customer focus and quality implementation standards.
- Reporting the day to day activities and feedbacks to the management.
- Conducting skip level meetings with the team members to make sure all internal and external risks are taken care.
- Managing events like birthday parties as an event organizer.
- Daily team briefing for maintaining the quality of the products and relationship with the customers by being soft spoken and polite.

PERSONAL PROFILE:

D.O. B:	03 January 1985
Sex:	Female
Nationality:	Indian
Total Experience:	13 Years
Notice Period:	1 Month

DECLARATION:

I hereby declare that the above-mentioned information is correct up to best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date:
Place: Dubai   (Upasana Sharma)