**EDUCATION**

**BSc Computer Science 2009 (Pune University) Full time learning.**

**MBA Marketing 2012 (Pune University) Full time learning.**

**CORE COMPETENCIES**

* Service Management
* Change Management
* Incident Management
* Problem Management
* Configuration Management
* Continuous Service Improvement
* Training & Awareness
* Service Delivery Management

**PERSONAL STREANGTHS**

* Team Management
* Process Documentations
* Interpersonal skills
* Partner Relationships
* Continues improvement

**IT Skills**

* ITIL® Foundation v3 Examination by Axelos.
* ITIL® Intermediate Certificate in IT Service Operation by Axelos.
* Project Management Fundamental by PMI.
* Six Sigma Green Belt.

**PERSONAL DETAILS**

Date of Birth – 20thNov 1988 Languages Known – English, Hindi, Marathi (Read & Write)

A dynamic result oriented professional with more than 8 years of experience in Change Management, Incident Management, Problem Management, Transition Management and Team Management & Trainings Known for building and motivating teams to achieve business goals and organizational objectives. Poses excellent negotiation, organizational, relationship management, problem solving and interpersonal skills with cross-cultural adaptation & creative abilities.

**CAREER GRAPH**

**ACHIEVEMENTS**

* Effective and efficient in catering to real time crisis situations and facilitate recovery of critical business functions
* Instrumental in leading the MIM prior 1 incidents, hot fixes and software & hardware release Management.
* Successfully transitioned NXP project from HCL to Accenture in 2017.
* Initiated and delivered 40 + continuous improvement projects and process improvements achieving operational excellence, cost reduction and improve customer satisfaction.
* Encourage incorporating in the infrastructure team to the core Accenture values SPEED, SIMPLICITY & TRUST in providing solution to day to day IT application issues.

**CAREER DETAILS**

**Name of Company**  **: Toll Technologies Pvt Ltd (An IT vertical of Toll Logistics)**

**Designation**  **:**  **Release & Deployment Analyst**

**Tenure in months**  **:**  **July 2019 till Present.**

**Job Responsibilities :**

* + - * *Release & Deployment*: Leads the assessment, analysis, planning and design of release packages, including assessment of risk.
			* *Service Acceptance:* Engages with technical design and project managers or Project Management Office, to ensure correct products are produced, in a timely fashion.
			* *Change Implementation Planning:* Defines the series and sequence of activities to bring stakeholders to the required level of commitment, prior to going live.
			* *Stakeholder Relationship Management:* Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans*.*
			* *Configuration Management:* Maintains secure configuration, applying and maintaining tools, techniques and processes to identify, track, log and maintain accurate, complete and current information.

**Name of Company**  **: Accenture Services Pvt. Ltd.**

**Designation**  **:**  **Software Support Sr. Analyst.**

**Tenure in months**  **:**  **Dec 2015 till July 2019.**

**Job Responsibilities : Project 1 : BFSI Project (Role - Release Management and Infrastructure Planning)**

* + - * Develop Release Plan and work in making the release successful and on time.
			* Track the Release Progress, including stakeholder involvement for planning, update on status and completion.
			* Development of roadmap for the evolution of the Environment Architecture from Dev Env to Prod Env. As well as track the version deployment in different Env.
			* Strategic Environment Management to have optimum utilization of Resources.
			* Conduct Release Readiness reviews, Milestone Reviews, and Business Go/No-Go reviews.

**Project 2 : Telecom (Role – ITSM Service/Change/Problem Management)**

* + - * ***Release Management, Change Management, Critical Incident Management and Problem Management****.*
			* Planning and assigning Release CR, tracking it throughout the cycle, prepare and review Release checklist, coordinate end-to-end.
			* Responsible for all Change Management activities, to include new business planning, leading regular change control meetings, prevention and detection of unauthorized migration to production environment and managing a comprehensive change schedule.
			* Responsible for all Change Management activities, to include new business planning, leading regular change control meetings, prevention and detection of unauthorized migration to production environment and managing a comprehensive change schedule.
			* Responsible Governance of Critical Incident Management and Resolution on live Bridges. Responsible for quick processing of Emergency changes and reporting to Directors of CI.
			* Analyze and prepare RCA and assign task for future prevention through Problem management
			* Meeting Deliverable Requirements specific to creation validation of Reporting by creation of daily and weekly Reports. Managing Escalations for IT Services at Topmost Level of Escalation Hierarchy.
			* Drive Continuous Improvement of Change control policies, processes and procedures including regular update of policy and procedural documentation.

**Name of Company**  **: Amdocs**

**Designation**  **:**  **Software Support Engineer (Horizon) & Change Control.**

**Tenure in months**  **:**  **Mar 2014 till Dec 2015.**

**Job Responsibilities :**

* + - * ***Release Management, Change Management, Incident Management, Monitoring, Apps Support.***
			* Ensure deployment success using ITIL change management process, PMP methodologies, and risk mitigation.
			* Planning and assigning Release CR, tracking it throughout the cycle, prepare and review Release checklist, coordinate end-to-end.
			* Ensure new infrastructure, new applications or high risk changes are approved via the Release Board process.
			* Complete post-release issue identification, resolution, and metrics reporting.
			* End-to-End Change Management.
			* Monitoring setup for complete application and infrastructure.
			* Track and troubleshoot scheduled jobs and reports.
			* Tracking and troubleshooting all cdr, ddr, etc throughout the billing system
			* Responsible for end to end management of planned releases, creating lessons learned and quality reports for each release and reporting them to upper management.

**Name of Company**  **: QED ENABLED SERVICES**.

**Designation**  **:**  **DGE & LGE (Demand and Lead Generation Executive)**

**Tenure in months**  **:**  **July 2012 till Nov 2013.**

**Job Responsibilities :**

* Mapping global markets, capturing market intelligence and defining the target market for client’s product or services.
* Profiling companies across industries based on revenue, employee strength, vertical etc. and defining target companies.
* Discovering Right Party Contacts in target companies.
* Conducting surveys and identifying the right business opportunities from target companies.
* Converting the right business opportunity/lead to an appointment for the client.