Srikanth Hari

Escalation & Operations Manager

Focused customer relations professional skilled in lead generation, customer relationship development and Operation handling. Accomplished in providing unsurpassed support to demanding customers. Offering 9 years of experience in related roles, as well as passion for improving service delivery, enhancing knowledge and exceeding expectations.

Contact

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Skills

IT Infrastructure Management (Incident, Problem) ●●●●●

Skilled in analyzing the dashboard trends and proposing the appropriate actions to reach SLA and to clear the backlogs ●●●●○

Work History

2020-08 - Current

Escalation & Operations Manager

Vodafone VOIS, Bangalore, karnataka

- Continuous development and daily management of service quality focused on increasing customer satisfaction via reduced MTTR,decreased ticket aging times,and increased customer satisfaction and NPS.
- Owning the major incidents till service restoration,communication and root cause identification and managing service level commitments for service availability and restoration.
- Managing a team for handling large enterprise network spread across goal to meet its operational support.
- Partner with cross-functional teams of internal and external stakeholders to define requirements. Identify equipment, software, and operating system requirements. Build and configure Firewalls, Routers, Switches. Create and administer policies and permissions.
- Managing the high priority incidents with troubleshooting and Management of Firewall infrastructure including issues related to IPsec and Remote access VPN solutions.
- Managing the life cycle of incidents and changes with Configuring IPsec VPN (Site-to-site, Remote Access), Policy creation,Troubleshooting.
- Configuration and management of

Skill	Rating
Knowledge on ticketing tools like Central station, Remedy and Service NOW (including reports generation)	●●●●●
Agile	●●●●○
Change Management	●●●○○
Continuous improvement	●●●●○
IT Management	●●●●○
ITIL	●●●●●
Team building	●●●●●
People management	●●●●○
SLA	●●●●○
Resource Allocation	●●●●○
Operations monitoring	●●●●○
Team management	●●●●○
Problem resolution	●●●●○
Escalation management	●●●●●

- network/security devices.
- Troubleshooting network problems
- Configure, implement, and troubleshoot of networking
- Managing incidents using ticketing systems like Remedy,Change Remedy,ServiceNow to track issue-records assigned to NOC or SOC teams.
- Security Policy implementation and enforcement.

2020-02 - 2021-08

Team Leader Manager

Walmart Labs, Bangalore, karnataka

Role : Field Support and Major Incident Manager (Team Lead)

Project :Global NOC

- Expert in handling X call Triage (Major Incident Process) for all Walmart Distribution Centers
- First Point of Contact for the users in the store and the application and Provide lead support and direction to the teams during crisis situation.
- Ensure an incident ticket is opened, worked ,if needed escalated and Provide internal analysis and support to ensure accountability to escalation during outages/periods of degraded system performance
- Establishment of regular communication with relevant IT Management and the business regarding status of the escalated incidents
- Tracked metrics involving critical incidents to model trends, produce reports and make effective recommendations for improvements.
- Provided immediate emergency response and incident management.
- Assessed incident priority based upon impact to business and escalated issues as necessary.
- Helped employees with day-to-day work and complex problems by applying motivational and analytical strategies.
- Hired, managed, developed and trained staff, established and monitored goals, conducted performance reviews and administered salaries

Customer
Escalation
Point

●●●●○

2018-02 -
2019-12

for staff.

Team Lead

Servion Global Solutions, Bangalore

Project : Global NOC

- Key responsibilities are to lead the operations & support across the GNOC teams.
- Handles **Major Incident** process effectively for all severity 1 and 2 tickets with timely response to customer and stakeholders for every 60 and 90 minutes
- Initiate a Bridge call for all severity tickets and involve all the stakeholders and drive the call till the closure of the incident
- Provide lead support and direction to the teams during crisis situation.
- Responsible for the overall health and maintenance of all voice infrastructure assets to sustain control and compliance.
- **Major Incident Manager** Problem and Change Management Process and Process execution in a production environment.
- Provide internal analysis and support to ensure accountability to escalation during outages/periods of degraded system performance
- Conduct voice infrastructure performance and security assessments along with audit teams.
- Oversee the diagnosis and correction of voice infrastructure problems along with the Problem Management Team.
- Involved in resolving major incidents (L3) i.e. P0 and p1 critical issues
- Reviewing & managing day to day Incident tickets across the team.
- Ensure incidents are proactively identified, tracked, reported and resolved precisely.
- The first management escalation point for voice issues globally, the Global Network Operations Center [GNOC] and was part of operation

escalation management.

- Provided Technical guidance to IM Team for day to day incident tickets for all GNOC clients.

2012-03 - 2018-01

Operations Engineer – Lead

Tata Consultancy Services, Bangalore
Projects: Apple Production Support , Staples Advantage) Environment: SQL, Agile Methodology

- P0 and p1 critical issues •Involved in analyzing trends in shaping continuous improvement through business analytics and metrics.
- Assigning opened incidents to coordinators of the respective clients in the daily operations call in for the follow-up procedure.
- Major Incident Manager Problem and Change Management Process and Process execution in a production environment.
- Analyzing the backlog ticket trends and taking required actions to reduce the percentage of backlog reports.
- Creating the backlog reports for the clients individually at the end of every month and delivering the same to the SDM's.
- Handling Critical Incidents, Customer escalated issues, Service Request tickets and Change requests.
- Ensuring that Incidents assigned to their Support Groups are resolved and that service is restored in time
- Auditing the closed incidents to verify the quality of the ticket logging by the service desk.
- Tracking open incidents in the queue and identifying any incident that requires Increased focus to meet committed service levels.
- Interact with other technical and support teams to help drive outages
- Involved in Agile methodology •
- Facilitate scrum ceremonies (sprint planning's ,daily stand-up's) •Support the product owner and maintaining product backlog and working

- with team.
- Collaborated with QA peers on the test case reviews to improve test approach and design
- Coordinate and manage code releases
- Helping out the team to deliver the sprint on time
- Ensuring efficient flow of particular sprint and follow the business to make the process smooth

Education

2004-01 - 2005-03	**High School Diploma** *Sri Siddhartha Public School - Eluru*
2005-06 - 2007-01	**High School Diploma** *Sri Chaitanya Junior College - Eluru*
2007-08 - 2011-01	**B.E: Information Technology** *Sir C R R College Of Engineering - Eluru*

Accomplishments

- Recipient of **ACE award** for the month of March in Servion Global Solutions.
- Awarded as "**Project Star** - Q4 2016 "in TCS for my stupendous work and for maintaining 100% SLA during the period Oct 2016 to Dec 2016
- Got appreciations from the SDM of Apple client for showing Reduction rate of 44% on Incidents
- Trained more than 25 co-ordinators with in just 10 days in order to set up a team in Singapore as per the urgent Requirement.
- Got appreciations form the manager as I handled the entire life cycle of an incident working as both technical team member (Resolving Low and critical incidents) and as a Incident Coordinator and meet the SLA

Additional Information

- Having close to 9 years of experience in the field of Information Technology and Currently Working as a Escalation Manager in Vodafone Shared Services
- Have knowledge of working on All BU's (India, APAC & EMEA)
- Specialized in handling and interacting with US & UK Customers •
- Worked as Major Incident Manager / Problem Manager/scrum master at Tata Consultancy Services, Bangalore.
- Worked as Developer and L2 Engineer at Tata Consultancy Services
- ITIL V4 Foundation , Agile Scrum foundation & Prince2 Certified
- Technical and Staff oriented specialist with excellent analytical, interpersonal, team building, with proven ability to combine project and staff management with technical expertise to consistently exceed corporate goals

Certifications

2017-03	Prince 2
2020-06	ITIL V4 Foundation
2020-06	Agile Scrum Foundation
2021-01	CCNA Trained