**Vidya**

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**Professional Synopsis**

A dynamic, team spirited and performance driven professional, having 6 years of rich experience in IT Field. Currently associated with Schneider Electric India, deputed at Bangalore, Karnataka responsible for Level-1 Escalations, SLA and managing the IT Infrastructure. Ability to drive and implement IT Projects to their timely closure

**Objective**

Seeking a better & responsible position in an organization that provides me an opportunity to enhance my personal and professional skills in conjunction with goals and objectives of an organization.

**Primary Skills**

* IT Operations / IT Service Management.
* End User Support Management.
* SAP Basis
* SAP Security

**Work Experience**

* Since Sep’16-Till Date in Schneider Electric, Bangalore as IT Operations Analyst
* Prior Profile – IT Analyst, Incident Manager (Flex India Pvt Ltd).
* Dec ’13 – Sep’16 in Flex India Pvt Ltd, Chennai, as Critical support engineer.
* Sep’12 – Nov’13 in CTS, Chennai. as SAP Basis and Security Analyst
* Apr’10 – Sep’12 in Wipro Technologies as SAP Basis Consultant

**Academic Qualifications**

MCA, KSOU, 70.00%  
BSc. IT, Kuvempu University, 71%  
Diploma in IT, NTTF, 87%,  
AISSCE, CBSE, 70%  
AISCE, CBSE, 89%

**Skills**

• ITIL Services Expertise on Incident, Problem, Change, Release, Configuration Management and Service Desk  
• Support high priority applications and effectively handling Priority 1 issues.  
• Efficient Coordination of multiple teams for quicker resolution of the issues with minimal effect on business.  
• Highly customer oriented and efficient problem solving skills.  
• Highly proficient with ticket tracking software/web tool (Remedy, Service-Now).  
• Ability to be effective in a high volume environment and coordinate multiple tasks  
• Strong verbal and written communication skills with excellent telephone etiquette.  
• Ability to work independently under pressure.  
• Good understanding in concepts like production release, deployment and change management.  
• Proactive and flexible in work.  
• Ability to identify trouble spots quickly and an excellent team player.   
• 6+ years of total IT Industry experience with strong belief on IT Service Management and ITIL Processes.  
• Extensive exposure to Retail Domain working on retail payment and point of sale terminals.  
• Technical Lead supporting multiple high priority applications of organizations.  
• High efficacy and quick responsiveness while coordinating with multiple teams and managing high priority issues.  
• Strong leadership skills and a quick self- learner.  
• Excellent verbal and written communication skills.

**Work Experience**

* Managing 24\*7 Service Desk as a part of Service Desk Management.
* Ensuring that service delivery takes place based on the Service level agreements.
* Keeping track of critical or major incidents and sharing RCA with customers.
* Ensuring Prompt communication to all users in case of any Major failure or breakdown.
* To execute & implement IT Projects at Airports and ensure its timely closure.
* Handling Weekly Ops Review meeting with client.
* To ensure that service norms committed to the customer are met.
* Ensure all the customer complaints/issues are identified, to prepare Action plan for all Complaints received and drive till closure along with PM.
* Review performance with the customer periodically during on-going phase. Ensuring smooth operations for all systems across the IT teams.
* Conduct weekly review meeting with Vendor on Breakdown Calls, ensuring prompt closure of pending issues at sites.
* To ensure implementation of processes for all services covered in the SOW, ensure 100% SOW compliance & timely escalate non-compliance to Program management.
* Ensuring all IT transactions and process must be in line with ISO 20K Standards.
* Conduct weekly review meeting with team and identify gaps to take corrective action.
* Maintain SLA doc for all the activities performed by the team, collect performance data, analyze and publish.
* Ensure SIPs aligned to the CVI Plan are executed as per agreed timelines to enhance the C-SAT for the project.
* Handling of Escalated & Critical calls of all the Senior Users.
* Handling V-SAT connectivity of all project sites.

**Additional Skills**

SAP Basis  
SAP Security  
Platforms : AIX, WINDOWS 98/XP/Vista/7  
Database : DB2, SQL, Oracle  
Tools : Service-Now, Remedy

**References**

Available on request