**Praveen**

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**Summary:**

An experienced ITSM professional (change manager) and Control-m Scheduler with hands on technical background, having rich 6+ years of experience in managing and supporting IT functions and operations. A solid background in IT strategic planning and implementation; aligned to business objectives. I am used to working under tight deadlines and high amounts of pressure. In order to make IT systems accessible at all times, I have designed the process and workflow for change management for my client. Leadership skills like: managing, developing, motivating & culturing teams to be able to achieve their objective.

**Experience:**

I have an overall experience of 6 years 6 months.

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| --- | --- |
| *Company* | ***Capgemini India*** |
| *Duration* | *March 2014 – Till Date* |
| *Job Role* | *Associate consultant (Change Manager)* |
|  |  |
| *Company* | ***IBM India Pvt. Ltd*** |
| *Duration* | *Oct 2010- Feb 2014* |
| *Job Role* | *Operations Professional.( Control-m Job Scheduler)* |

**Professional Synopsis:**

**ITSM:**

* Part of Service Management team, currently working as a Change Manager and performing duties of a Change Manager.
* Trained new joiners on Several Change Management processes.
* Weekly and Monthly change report
* Change management Metrics, SLA report.
* Have been a key player in delivering consistent performance.
* Performing quality audits on incidents that have been worked on by various technical tracks and also providing valuable feedback to team members based on their handling of those incidents that have been audited.
* Conducting Quarterly trainings to the team about change management process.

**Control-M:**

* Ensuring daily tasks are generally performed as part of New Day processing.
* To record and then route problems to appropriate support groups.
* To handle ADHOC requests on **Control-M** and **TWS**.
* To perform Temporary, Urgent or Emergency schedule changes.
* To troubleshoot job streams.

**Projects Handled in Capgemini:**

1. **PROJECT DETAILS**:

|  |  |  |  |
| --- | --- | --- | --- |
| Company | Capgemini | Duration: | March 2014 – till date |
| Client | Salt |  | |
| Role | Change Manager |

**Responsibilities:**

* Part of Service Management team, currently working as a Change Manager
* Conduct training for new joiners on Change Management processes.
* Weekly and Monthly SLA report
* To schedule and update jobs through BMC Control-M / Desktop.
* Have been a key player in delivering consistent performance.
* Preparing the Monthly, weekly and Daily reports.
* Performing quality audits on incidents that have been worked on by various technical tracks and also providing valuable feedback to team members based on their handling of those incidents that have been audited.
* Conducting Quarterly trainings to the team about change management process
* Presenting weekly report to client.
* Preparing the week agenda and sharing with client
* Approving the changes and closing changes
* Follow up with teams about both standard and Non-Standard change work notes and also ticket update along with closure of tasks.

**Projects Handled in IBM:**

1. **PROJECT DETAILS**:

Company : **IBM India Pvt. Ltd** Dec 2010 – Feb 2014

Client : Financial Account

Team : Midrange Batch Monitoring/Scheduling

Role : Operational Professional

**Responsibilities:**

* To resolve the assigned tickets with in the SLA.
* To schedule and update jobs through BMC Control-M/Desktop.
* To review logs and documents in order to resolve errors.
* To debug Research Batch job failures.
* To resolve the issue according to the service request received.
* To utilize the Remedy ticketing tool to track work performed.
* To interact with Application Teams in order to resolve/plan system events.
* To work on Automated and Manual Tickets assigned.
* To pro-actively troubleshoot team problems and to initiate changes required.
* Worked as a Shift lead and Account focal
* Monitoring all Customer Application jobs in Control-M and TWS. Reporting job's status.
* Performing Calendar requests.
* Updating the jobs for a temporary period of time
* Providing schedule status updates.
* Coordinating with Onsite counter parts and resolving issues
* Participate on daily status calls with the client
* Working on automated and manual tickets
* Weekly CAB meeting with application team & client, upcoming events & major outage handling.

**Career Highlights:**

* Research on new technical issues and work closely with knowledge management team in providing optimal solutions.
* Good exposure to ticketing tools like TIVOLI, Citrix connections and Service Now.
* Able to work under extreme pressure relative to situation, time management and priority
* Excellent client relationship management
* Selected as I Evolve Shining star award for completing Yellow belt training for Project.
* Created the Non-Standard Change workflow diagram for project.

**Extra-curricular Achievements & Activities:**

* Got certificate for completion of Yellow Belt with regards to CM process improvements within project.
* Prepared the process flow diagram for Change Management
* Have completed ITIL Foundation Certification
* Worked as a Backup for Knowledge management to analyst the knowledge requests placed by the analysts.
* Trained L1 & L2 analysts whenever required and Mentored new Agents on the Floor.
* Nominated as a STAR of the MONTH in DEC 2011.
* Mentored new Hires, offered them feedback, delivered floor support and shared best practices within the project with them so that they would be able to reach the targets and top the stack.

**Professional Skills:**

* Operating System: Windows
* Packages: MS-Office.
* Monitoring Tools: TWS & Control-M.
* Ticketing Tools: Remedy, Impact, HPSM, Maximo, Manage Now, Service Now.
* Others : Lotus Notes.

**Qualification:**

* Engineering in C.S.E (Computer Science and Engineering (2005-2009), JNTU Hyderabad.

**Personal Details:**

Date of Birth : 28th April 1987.

Gender : Male.

Nationality : Indian.

**Declaration:**

I hereby declare that the above furnished details are true to the best of my knowledge.

Place: Bangalore

(Praveen)