Curriculum Vitae

Anil

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### Profile

Highly skilled professional with 8 years of experience in IT Service Desk, IT Service Management, Operations Management, Transition Management, People Management, Human Resource Management, Administration, Customer Support Services and Sales and Marketing. Seeking a responsible position and a challenging career in an organization, by leveraging my skills and implementing best practices from the past work experiences across various industry domains.

**Industry Experience:** Airlines, automobile, banking, government, manufacturing, energy, oil & gas, shipping, logistics, FMCG, hospitality, and, real estate across AMER, EMEA, APAC and APJ.

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| EDUCATIONGraduate in Management StudiesSpecialized in Operations ManagementPost Graduate Certificate in ManagementSpecialized in Project ManagementPersonal Information* **Date of Birth:** 13/08/1987
* **Marital Status:** Single
* **Language Proficiency:** English, Hindi, Kannada and Tulu
* **Nationality:** Indian
* **Passport Number:** R2121141
* **Valid Through:** 27/06/2027
* **Available:** Immediately
* **Visa Status:** Visit Visa
* **Visa Expiry:** 30/04/2019
 |  | Technical Skills* Knowledge of ITIL processes (Incident, Problem and Change) - Company internal certification
* Knowledge of infrastructure technologies (e.g. MS Office, Skype-for-Business, Windows, Active Directory, Exchange, SharePoint)
* Knowledge of ITSM tools such as DW, HP Service Manager, ServiceNow and Remedy
* Experience in administering user accounts and groups in Active Directory
* Experience in troubleshooting network issues including wired, Wi-Fi, 3G and 4G connections, Cisco VPN issues, network printers and network drives
* Configuration of Microsoft Outlook profile and resolving issues related to it

Interpersonal Skills* Excellent communication skills both written and verbal
* Ability to clearly articulate technical issues and activities to both technical and non-technical teams
* Active listening techniques to understand and interpret client issues
* Experience in training, coaching and providing feedback
* Experience in writing business emails
* Strong relationship management approach with good interpersonal and negotiation skills
* Detail-oriented with a proactive approach to solving problems
* Ability to multi-task, with strong ownership and an appropriate sense of urgency
* Initiative and desire to maintain exposure across multiple technology disciplines
* Strong team skills whilst able to work independently with minimum supervision
* Strong production ethics and customer orientation
* Ability to multi task and work under pressure
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| WORK EXPERIENCE Mphasis Ltd., Team Leader - IT Service Desk25th November 2010 - 22nd May 2015* Lead on duty/Floor supervisor
* Provide 1st and 2nd level of support through phone, email and web to clients across the globe
* Handling incidents including recording the details of the incident symptoms, diagnosis and information about the affected Configuration Item (CI)
* Provide initial diagnosis of any issues and communicate on known solutions, where applicable providing information on updates, known errors etc.
* Manage the incident throughout the incident lifecycle
* Monitor the incident queue and continuously keep a track on all open incidents and follow-up effectively until resolution
* Supports the investigation of incidents, documenting technical issues, solutions and support information
* Raise service requests/IMAC’s for user access to client applications, products and services
* Update knowledge base as per the new updates and ensure the updates are accurate and in line with the current process
* Ensure the BCP is activated and operational during unplanned/planned outages
* Responsible for overall team performance, monitoring and achieving SLAs
* Preparing weekly and monthly SLA reports
* Conduct audits, identify training needs and assist with training
* Coaching & mentoring of the team
* Provide process training to the new hire batch and conduct UAT
* Monitor the performance of the new hires during nesting period.
* Create opportunities for the team, cross functional and group working to achieve business results
* Manage escalations and share RCA with the leadership
* Identify areas of risks and address them
* Identify areas of process improvement and implement them
* Assist in hiring new resources
* Scheduling resources as per shift requirement
* Conduct performance management and facilitate career planning
 | WORK EXPERIENCEMphasis Ltd., Incident Manager - IT Service Management25th May 2015 - 10th December 2018* First point of contact for all critical P1/P2 incidents
* Verify the critical incident by coordinating with the appropriate system owners/business owners/application owners
* Initiate conference calls for a quick resolution of the critical incident
* Engage the appropriate technical teams and client teams on the conference call for resolution
* Initiate leadership and end user communications through email and SMS about the critical incident within the agreed intervals
* Escalate to the third level support teams and vendors when required
* Provide a voice update to the participants on the bridge call. Additionally send email and SMS communication
* Provide a voice update to the internal leadership and clients on agreed intervals
* Update SOP’s on a regular basis and ensure concurrence with the clients and the support teams
* Responsible for overall team performance, monitoring and achieving SLAs
* Conduct audits, identify training needs and assist with training
* Coaching & mentoring of the team
* Provide process training to the new hire batch and conduct UAT
* Preparing critical client reports
* Prepare presentations for weekly, monthly, quarterly and annual business reviews
* Attending client meetings over calls and VC and reviewing team performance periodically
* Implement ways to continuously improve service delivery and exceed stakeholders’ expectations
* Assist in transition and implementation of new processes/projects
* Create opportunities for the team, cross functional and group working to achieve business results
* Manage escalations and share RCA with the leadership
* Identify areas of risks and address them
* Identify areas of process improvement and implement them
* Identify scope for process automation and implement the same
* Assist in hiring new resources across various technologies
* Scheduling resources as per shift requirement
* Conduct performance management and facilitate career planning
* Manage employee issues and escalate to the Human Resource department when required
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