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 Studies Specialized in Operations Management Post Graduate Certificate in Management Specialized in Project Management Personal 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 EXPERIENCEMphasis Ltd., Team Leader - IT Service Desk 25th 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 Management 25th 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 |