# Victor

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**Objective**

To further test my knowledge in the field of IT, with a technology and service-driven organization of repute, and strive to be a challenging team player.

**Synopsis**

* A BCA graduate with close to 7years of experience in Business Analysis/Intelligence/Managed Security Analysis
* Experience in Analytics and Reporting implementation with proficiency in Excel and Tableau
* BCS ISEB –BA Foundation Certified
* Experience in Risk Management as per standards of Organisation(Morgan Stanley)
* Diplomatic and tactful with clients at all levels, demonstrating capability to handle tough situations
* Flexible and versatile – able to maintain a sense of humor & clear mind under pressure.
* Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments
* Excellent team-building skills

**Professional Qualities and Strengths**

* Proficiency on Excel and Tableau,Qlikview (Desktop 8.3 and (9+) & 10+
* BCS ISEB –BA Foundation Certified
* ITIL 2010 Foundation Certified
* Morgan Stanley ZDAP nad ZPAD Policies (Resk Management)
* Hands on Experience in Unix scripts,SQL scripts t
* Process Governance(recommendations & Improvement) –(Reporting and Analytics)
* Onshore Client interaction –External Business Stake holders

**Professional Highlights**

**Company: Accenture Services and Pvt Ltd (from March 2012 to Feb 2017)**

**Job Title**: Business Analysis and Intelligence

**Job Details:** Experience in Cloud Infrastructure Operations for US Telecom Major (Verizon). Recommendation and analysis of business performance of various domains under cloud IT infrastructure platform. Implementation of Reporting and Analytics with tool like Tableau & Excel, experience interacting with US client on detailed business presentation over PPT and tableau and excel dashboards.

**Project Exp:- March 2014-2016(Tableau Reporting Implementation)**Experience of implementing Reporting structure for Verizon Cloud Operations. Tableau monthly/Quarterly/yearly reports were implemented.

**Analyst Role and Responsibilities –**

• To make sure the all Critical and Major SLA parameters are met by alarming prior by means of analysis of the data and sending out the Critical Alerts for such milestones.
• To highlight and publish Performance and Critical Parameters
• Regular analyze, performance and trends in response to Milestones of the delivery and to provide recommendations to the Service Delivery Manager on service improvement or reforms. The emphasis is on swift resolution of critical milestones, which have severe business implication or have the potential of causing disruptions / unavailability

• Ensure that any service breach is suitably recorded and described before it is closed
• Produce metrics for service performance both on a regular and an adhoc basis

**Company: Accenture Services and Pvt Ltd (from March 2017 to Till date)**

**Job Title**: Risk Management

**Job Details:** Experience in Morgan Stanley ZDAP and ZPAD policies. Perform Access Revocaton of Morgan Stanley employees and Contract users as per the standards of the Organisation. Perform the notification and revocation task within the given timeline by using tools and scripts which includes, Tableau,Qlikview, UNIX, SQL.Experience in interacting with clients located worldwide, also present the performance and data in business presentation over PPT.

**Risk Management Role and Responsibilities –**

• To identify the user entitlements which needs to be tagged as Conflicts as per the standards of Morgan Stanley on a weekly basis.
• To highlight and notify users os the revocation activity scheduled for the week and provide timeline on the modification required for access as per Morgan stanley policy.
• Plan and perform the weekly reovocation of entitlements activity for more than 50000(Entitlements) by using tools and scipts(Unix,SQL,ServiceNow)

• Provide detailed presentation on result of revocation to the client Management with RCA’s on Failure and plan of action.(Excel,Tableau,Qlikview)

**Formal education and Certification**

* Bachelor’s Degree in Computer Science
* Tableau, CCNA and ITIL certified
* BCS ISEB –BA Foundation Certified

**Selected Tech Skills**

* Proficient in MS-Office: Word, Power Point, Excel and tableau(8.3,9+,10+)
* MS Excel - Experience to write functions and conditional statements to interpret raw data in useful business information. Capable of creating Pivot Tables, using lookups, customizing graphs, Dashboards, VBA,and statistical analysis
* Software: Tableau(8.3.9+,10+)

**Personal Details**

Date of Birth: 22-03-1986

Nationality: INDIAN

Marital Status: Single

Place: Bangalore