**Anamika Kumari**

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**Itil Service Management|Team Management| Project Management Office | Sales Analytics | Market Research | Spanish Language |**

**EXECUTIVE SUMMARY**

* 9+ years’ experience in managing IT service management processes using ITIL framework
* Hands-on experience in Change and Problem Management
* Multi-faceted Leader and Spanish language expert (verbal & written), having over 15 plus years of rich & insightful industry experience.
* Core competence includes ITIL service Management, Operational Excellence, Process Management, Stakeholder Management and Team Management.
* Member of Service Management continuous improvement project team, Service Management leadership team and Customer Service management team
* To own and manage the Change Management function, Major Incident Management function and the Problem Management function
* Adept at monitoring the market management team for new competitor products and evaluate changes to existing competitor products, in turn enabling effective sales support.
* Deft at interfacing with stakeholders across the business units to determine requirements, specifications and ensuring the delivery.

***Areas of Expertise include:***

Change/Problem Management ◼Process & Operational Excellence ◼Analytics & Reporting

Market Research ◼Program Management ◼Team Management

Stakeholder Management ◼Contract Negotiation ◼Sales Support

Service Management ◼Spanish Language ◼Service Delivery Management

**SKILLS**

* **Technical:** BI @IBM, Cognos, Watson Analytics dashboards, Oracle Sales analyzer, Clarity, Version One, share point admin. Basics of R Programming.
* **MS-Office Suite:** Excel, Visio, PowerPoint, Word, Share Point
* **Certifications:** Lean Six Sigma, Prince 2 Foundational and Practitioner, IBM Agile Explorer, Enterprise Design Thinking, Basics of Cloud Core,ITIL V3 foundation trained
* **Languages:** English, Spanish, Hindi

**PROFESSIONAL OVERVIEW**

**IBM India Pvt. Ltd.**

**Service Manager** **Mar 15 - Sep 20**

* Ensure that the impact of a new or upgraded IT system and projects is managed in an effective way to ensure delivery of desired business outcomes
* Work with the business change or business improvement teams to support and guide them through the required steps to implement systems related changes
* Ensure that the team meets the SLA as defined in the operation agreement with the customer
* Handling escalations, queries raised by Senior Management and reported issues
* Performed regular project risk and assisted in mitigation assessment for all change processes.
* Managed all communication with project managers for various change activities
* Documented all reports and agendas for various change management meetings
* Managed a team of two change analyst
* Identifying operational efficiency and customer service improvements and quantify the
* improvements.
* Monitoring and Evaluating the KPI on daily basis for Change Management Process.
* Keep the team up to date with all business and IT initiatives and assess the impact.
* Suggest a range of solutions based on specific criteria to the business issues identified
* Provide process and management support, advice, and direction to Service Desk team
* Industry related certificates such as HDI, Project Management, Knowledge Management, etc
* Provide leadership for communication, both, internally within Enterprise Services among all service stakeholders and externally to business
* Compile data through Incident entry that will be used for management information and reporting
* Establish and maintain relationships with internal technology teams and business users
* Maintain established service level agreements to meet customer expectations and quality standard

**Accenture Services Pvt. Ltd.**

**Consultant** **Oct 11- Feb 15**

* Change Administrator 1st level support of complete Private banking division (Green
* Field Project).
* Managed all Changes (Applications, Servers and Networks – UNIX, Windows and
* Mainframe) in accordance with the Change Management Process as per standards laid
* by Credit-Suisse.
* Analyzing, coordinating, consolidation and monitoring of Change schedules.
* Risk Assessment associated with the Change Requests and approval/rejection on the
* same.
* Monitor and raise Incidents on tools like GIM 7, Remedy and Peregrine Service Centre
* Identifying operational efficiency and customer service improvements and quantify the
* improvements.
* Monitoring and Evaluating the KPI on daily basis for Change Management Process.
* Keep the team up to date with all business and IT initiatives and assess the impact.
* Suggest a range of solutions based on specific criteria to the business issues identified

**Sep 10- Sep 11: ErevMax Technologies Pvt Ltd as *Market Manager (Spanish Language Resource)***

*Train clients (Spain renowned group hotels revenue manager) about features and functions of rate tiger tool in order to boost hotel revenue with efficient rate and inventory management*

**Nov 05- Sept 10: Global Symphony Marketing Solutions as *Senior Consultant (Spanish Language resource)***

*Analysis of FMCG Sales data & Market Trend for top Clients in Spain like Coca Cola, Nutrexpa, Danone and multiple others*

**CREDENTIALS**

* Scholarship course in specialized topics like writing Spanish and culture of Spain from Barcelona University, Spain (2005)
* M.A. in Spanish (2004) from Department of Germanic and Romance Studies, University of Delhi
* Diploma in Travel and Tourism Management from Indian International Trade Centre, Connaught Place, New Delhi