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| **Ipsita Dey**  Present Address: Yashwin Hinjewadi Pune 411057  Previous Address: ( 2019- 2021 )  11 09 H , Taman Rasuna Apartment , Jakarta Indonesia  Ipsi250@gmail.com  **ABOUT ME**  A self-motivated professional, with strong interpersonal skills and global mindset, the drive and passion for knowledge and hands on experience in working with multi-disciplinary teams. To facilitate continuous learning to realize self-potential and growth in the interest of organization by virtue of positive attitude, knowledge and relevant skills. Exp: 10 + years  **SKILLS**  **WORK**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | JIRA |  |  |  |  |  | | MS office+ Project |  |  |  |  |  | | ITIL V3 |  |  |  |  |  | | Maximo |  |  |  |  |  | | Problem Solving |  |  |  |  |  | | Negotiation |  |  |  |  |  | | Critical thinking |  |  |  |  |  | | LEAN |  |  |  |  |  | | Agile and SCRUM |  |  |  |  |  | | PMI ACP Certified |  |  |  |  |  |     **PERSONAL**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | COMMUNICATION |  |  |  |  |  | | ORGANIZATION |  |  |  |  |  | | TEAM PLAYER |  |  |  |  |  | | CREATIVITY |  |  |  |  |  | | SOCIAL |  |  |  |  |  | | **Ipsita Dey**    **EXPERIENCE**  **Module Lead (Project Manager and BA)**  Tech Mahindra LTD (April 2019 –Present)  Joined in 5th April 2019 as a project manager and working on various projects for H3I Jakarta Location.  **Job Responsibilities**   * End to end project life cycle from Project Initiation, Budgeting, RFP , Planning ,Stalk holder communications , Risk Management, Retrospective meeting , delivery of the Project until Warranty support and go live support . * Lead and Delivered Projects such as Chatbot ,OMNI channel , Notification Services for USSD and SMSC , Tibco Microservices 5.0X , Migration projects from Share point local to Cloud , Genesis Solution for IVR for Customer base in Indonesia , Nationwide implementation of POSS ( Point of Sales ) in Indonesia , Gamification Projects . * Also Responsible for gathering new requirements from the business and writing the Use cases and RAD and solution Design for the requirement and guiding the Development team for the deliverables. ` * Meetings with all the stalk holders for communications * Vendor Management, SOW management. * Experience in REST/API, JASON, implementations . * Taking Daily scrum Meetings * Facilitating sprint reviews within customers * Leading Sprint Retrospective * Had lead Waterfall and Agile Projects successfully * Risk Management * Leading the Project Kick off meetings * For agile teams facilitating the sprint planning sessions . * Act as a agile Coach or guiding the team for the impediment and get a resolution ASAP to return to work .   **Associate Consultant ( May 2016- March 2019 )**  Atos India Pvt Ltd  **Job Responsibilities**   * Lead sprint planning, retrospectives, and demos for scrum teams * Coach the team on agile concepts based on the team’s needs * Run daily scrum meetings * Create, document, and execute against sprint goals * Keep the team on schedule by removing daily impediments * Work with Product Owners and scrum team to keep a healthy backlog that represents customer value * Assess the scrum maturity of the team and coach the team to higher levels of maturity, at a pace that is sustainable and comfortable for the team * Knowledge about writing Project Charters/A 3 reports/Project plan. * Experience of delivering multiple projects within SLA in a parallel manner. * Enabled improvement in team delivery commitments and capacity planning for sprints by identifying & tracking hidden tasks that increased customer satisfaction. * Knowledge about Scope baselining consisting of scope statement and WBS (work breakdown structure). * Reviews solution options and/or temporary solution * Approves analysis results. * Reviews problem validation. * Chair a weekly team status meeting, involving members of various application teams, as well as management. * Works with multiple application, systems, database and network teams on root cause analysis as part of the problem management process. * Participate in business communication process regarding new problems. * Proactively creating Problems from the trending Incidents. * Defined problem management processes and procedures were adhered to by staff. * **Knowledge Base Management** * Drive the Problem Ticket to closure and follow ups on the artifact * Proactively trending on feedback from Clients.(Rant and Rave) * Process Improvement for Service Desk. * **Risk Management.** * Performed Transition for multiple accounts. * 2 Project Transitions End to End * **SERVICE TRANSITION:** * Defining Operational Acceptance Criteria (OACs) for new or changed services, and managing delivery against the OACs * Managing delivery expectations and timely response in all engagements * Managing and contribute to the delivery of small to medium projects to improve Service Management's service offerings * Acting as the go-to person for Service Transition expertise in the region * Operating model design & redesign to ensure that services are effectively supported * Managing third party delivery in support of Service Readiness activities and OAC compliance * Ensuring that staff development is a priority within all transitional activities * Logging, tracking, and following open issues to resolution including confirming task owner and establishing target dates * Recognising, registering and resolving client complaints – implementing solutions and prevention mechanisms and escalating issues where necessary * Develop relationships across the IT organization * Maintaining the healthy management of your program/project by mitigating risks and defining resolution plan for addressing issues * Lead meetings and workshops for projects, or elements of them * Build and develop the Transition methodology and toolkit, based on EY methods * Actively manage project risks and issues and recommend solutions to effectively overcome these * Handled more than 6 projects for different domains.   (2015 – 2016)  **Senior Software Engineer**  IBM PVT LTD Pune  Worked as ITIL Problem Manager atIBM PVT LTD**. (**March 2015 to FEB 2016) for a financial organization.  **Senior Systems Engineer (Level 2)/ Incident Manager /Problem Manager** (2012-2014)  IGATE global Solution Bangalore   * Responsible for the effective implementation of the process "Service Desk and Incident Management” and carries out the respective reporting procedure. * Represent the first stage of escalation for Incidents, should these not be resolvable within the agreed Service Levels. * Undertaking research for the root-causes of Incidents and thus ensures the enduring elimination of interruptions. * If possible make temporary solutions (Workarounds) available to Incident Management. * Developing final solutions for Known Errors.   **Previous Organization**: IBM India Private Ltd , Bangalore-INDIA.    Technical Support Associate, 30th June 2011 to 29th September 2012.  **Job Responsibilities:**   * Providing complete end to end infrastructure support to client. * Judging and classifying incidents as high/low priority based on provided impact and justification. * Working and coordinating with SRM’s and support teams , to resolve high priority incidents within the Service Level Agreement (SLA) * Chasing of medium-low priority aged tickets towards closure by coordinating with support teams. * Attended bridge calls with resolver teams and management teams in the event of an ownership conflict for medium-low priority tickets. * Participated in Service Rehearsal/readiness with the management before the services are transitioned or go-live. * Ticket logging through call or emails and appropriate follow up done for low severity * Tickets   **EDUCATION**  **XLRI Jamshedpur (PGCBM)2017**  MBA in Business Management from XLRI with B+.  **Bharti vidyapeeth university for women.** (**Pune university** )  May 2011 ▪ (B.E.)   * Completed B.Tech. With 60%. * Gate Qualified with 90%tile   **Army School Narengi**   * 10th CBSE with **85%in 2005** * 12th CBSE with 81% in 2007   **CERTIFICATION**   * Certified Scrum Master in Jan 2019. * PMI ACP(Simply Learn Completion Certificate)   ITIL V3 Foundation 2011 edition, done in June 2012.   * Certified in Excel telecom professional certification of Ericsson ,2011. * ISTQB Foundation . * Lean ,Sig Sigma ,Agile and SCRUM .   **AWARDS**   * Client Appreciation Award – Onsite – 2019-2020 * PAT on the BACK award – 2019 * PAT on the Back award – 2021 * Performance Award in 2018 * Star Performer Award 2017 * Client Appreciation 2015-2016 |