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| **Ipsita Dey** Present Address: Yashwin Hinjewadi Pune 411057 Previous Address: ( 2019- 2021 )11 09 H , Taman Rasuna Apartment , Jakarta IndonesiaIpsi250@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**

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| JIRA  |  |  |  |  |  |
| MS office+ Project  |  |  |  |  |  |
| ITIL V3 |  |  |  |  |  |
| Maximo |  |  |  |  |  |
| Problem Solving  |  |  |  |  |  |
| Negotiation  |  |  |  |  |  |
| Critical thinking |  |  |  |  |  |
| LEAN |  |  |  |  |  |
| Agile and SCRUM  |  |  |  |  |  |
| PMI ACP Certified  |  |  |  |  |  |

**PERSONAL**

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| --- | --- | --- | --- | --- | --- |
| 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 PuneWorked 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
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