**Marshal Joseph**

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***In pursuit of challenging assignments that would facilitate the maximum utilization and application of my broad skills and expertise in making a positive difference to the organization***

A professional with **7.3 years** of overall experience in **Operations, Incident, Service and Asset Management.** Ability to interact with leaders and customers at all levels of the organization with extensive working knowledge of IT infrastructure and to manage competing priorities while operating under pressure. A creative, positive and proactive thinker with a can – do attitude and great willingness to learn new technologies, processes and procedures. With an added competency of working in a fast-paced and cross functional environment.

**Core Competencies**

* Change Management
* Escalation Management
* Problem Management
* Team/People Management
* Client Relationship Management
* Incident Management
* Risk Management
* Training

**Domain Knowledge**

|  |  |
| --- | --- |
| * ITSM | * HPSM |
| * VISIO | * SERVICE NOW |
| * SALESFORCE | * BMC REMEDY |
| * ACTIVE DIRECTORY | * MS-OFFICE |
| * MICROSOFT OUTLOOK | * BI REPORTING TOOLS |

**Professional Experience**

**Cisco Systems India Pvt Ltd: Operations/Asset Manager** (October 2019 - Present)

**Roles & responsibilities:**

* Managed 6 Global accounts as an Asset manager (Infosys/Mindtree/Qualcomm/BSNL/CSPDCL/Cypress semiconductors) which are Enterprise and Premium customers.
* My primary job role was to manage the Cisco inventory (Cisco supplied devices) that the company provides to the customer and to ensure there is business continuity without any challenges.
* To engage sales team and interact regularly with all assigned clients, maintain contracts, EOL, EOS devices that needs renewal and to ensure client satisfaction.
* Organized a smooth workflow that helps the customer to completely trust our company. Communicated with the right resources to control/stabilize the accounts and inventory.
* Send month/bi-weekly/quarterly reports that helps the customer track the life of devices supplied and maintain the health of their inventory such as Servers/Phones/Data cards, etc.
* Collaborate with the customer and the company to bring in business by upselling the items that can be renewed and managed.
* Conduct Quarterly Business Review’s/Monthly Business Review’s along with various monthly/bi-weekly cadence with the customer representing Cisco.
* Performing MACDS (Manage Add Change) requirements to the customer accounts and highlighting the services rendered for our managed services that are critical and need immediate attention.
* Ensuring that an emergency does not impact the business and can be handled responsibly. Scheduling regular calls with the stakeholders and customers.
* Single point of contact for the account which provides HTEC services related to Incident management, Problem management, Customer collaboration and resolving escalations.
* Back up HTOM and escalation manager for Accenture (currently taking care of the CAT9k series issues that has been on-going between Cisco and Accenture).
* My job role involved various features that could require communicating with the teams such as TME’s / BU / TAC engineers, Asset Managers and US counter parts on a day to day basis.
* Active interactions with the Asset recovery team and logistics teams for Cisco and Partner.
* Seamlessly handled the technical team and the customer during an outage and failure of the cisco provided assets, where escalation is driven through end to end in order to help the customer resolve the query.
* Service request management in CS One tool, which is initiated/raised by the customer, coordinated with TAC teams to help the customer based on their case severities.

**Vodafone Global Services Private Limited, Bangalore: Deputy Manager (**May 2017 – April 2019**)**

Job Description:

* Joined as an Assistant Manager and promoted to be a Deputy Manager for Vodafone Mobility.

Mobility is one of the old products within Vodafone which was recently offshored to India to support provisioning and repair of Mobile services. My team provided service to Enterprise and premium customers.

My role mainly involved ensuring that all the SLAs agreed with clients were met.

The KPIs are as follows:

1. Ensuring NPS/CSAT target is met by the team members.
2. P1 & P2’s are handled correctly and best customer service is provided to the clients.
3. Handling time of the incidents & service requests are resolved respectively.
4. Quality targets to be achieved
5. Critical cases or escalations to be resolved with proper resolution and acknowledgment.

**Incident Management:**

* Handled high severity P1 & P2 Incidents and outages detected. Worked on the issues that have been pending for a long time.
* Lead the problem until a work-around or permanent resolution was identified.
* Managed multiple outages & system issues, including corporate sites with significant impact.
* Experienced with Incident management best practices, ITIL certified.
* Provided inputs to customer on Audit Findings and Problem Investigation.
* Performed RCA analysis for the escalations and incidents received.
* Discussed performance improvement plans and process updates on weekly calls with the stakeholders.
* Conducted audits for the agents and provided them valuable feedback.

**Change Management:**

* Analyzed the performance trends and forecasted including the identification of process opportunities.
* Participated in internal and external discussions for new solution deployments.
* Served as leader and a point of contact for escalated cases where business was heavily impacted or if there were sensitive issues.
* Worked in a transition project throughout where the complete workflow and process mechanism was assimilated.
* Organized a training plan to find out the areas of improvement for the agents and the entire team for increased productivity which in turn would boost the quality of work.

**Achievements:**

* Appreciation received from Deloitte for the service provided. Also, succored Cisco to renew the HTEC services for another year (in just 3 months)
* Led an Initiative to automate the process of handling email requests.
* Trained 8 Batches of New Joiners set up their Training Modules, Training Plans along with the complete report
* Part of the Mobility transition process and e-Gain Reporting.
* Received Service Excellence award twice.
* Received multiple customer appreciations for the service delivered to the clients
* Cultural Event Organizer for the Delivery Unit which consists of 750 employees

**ERNST & YOUNG: Senior Specialist/Team Lead** (April 2016 – February 2017)

Job Description:

* Skillfully handled both the CRM teams that help clients for tax filling and the IT team that helped resolve technical issues within the website.
* Handled 10- 15 escalations daily, arranging team huddles, meetings and planning best practices in collaboration with the Operations, and the Quality team.
* Timely action on service request & Incidents
* Independently managed outages that could affect the customer and business.
* Tested the various features of the portal and submitting RCA and observations.
* Experienced in systems and network administration.
* Worked on new scenarios and providing solution by testing the error messages.

**Key Responsibilities as Senior Specialist/Team Lead:**

* Handling Escalations
* Working on Priority cases
* Client Relationship
* Training
* Team Mentoring
* Performance Improvement

**Accenture: IT Operations Associate** (December 2014 - February 2016)

* Member of the ASOC Team (Accenture Security Operations) which deals with all the encrypted devices of Accenture clients.
* AT&T and Verizon Telecommunications Support/Wireless Management.
* Handled outages and critical complaints and submitted analysis reports
* Provided support to access corporate emails on iOS and Android.
* Disabled any loss of Accenture property to CIRT Team (Computer Incident Response Team).
* Network/Windows Administration and Maintenance.
* Provided best fix for internet and VPN connectivity.

**HEWLETT PACKARD: Technical Solution Representative** (February 2013 - November 2014)

* Provided IT support to Executive and senior leadership of the Client (Maersk and Conway)
* Handled their incidents and requests.
* Performed audits
* Worked as IT support coordinator for various locations (US, UK, Germany, Australia)
* Worked on Active Directory and Windows Outlook, MS office

**Additional Responsibility throughout my career:**

* Regulatory Compliance audits.
* Prepared reports and RCA analysis for the process.
* Part of projects to improve business.
* Supported my Team to achieve their KRA’s.
* Conducted team meeting, client calibrations and managed changes in any process improvement plans.
* Monitored calls (Real-time and remote monitoring) and conducted mock call assessment.
* Accreditation audits for new hires and provided regular floor support.
* Conducted Coaching sessions for enhancement of the business.
* Conducted internal audits for the process and conduct knowledge tests

**Certifications:**

* Customer service management certification, 2014
* Service Management certification, 2016
* ITIL v3 Foundations Certification,2016
* Advance Excel, 2019

**Academic Credentials**

**B.A** graduate with specialization in **Economics** from P.S.G College of Arts & Science, Autonomous University

**Trainings**

* Attended various on job Trainings
* Fundamentals of Data Analytics, RCA & Improvement
* Client Engagement Program
* Presentation Skills
* People Management
* Email Etiquettes
* Feedback & Coaching
* Cultural sensitivity

**- MARSHAL JOSEPH**