**Sweta Singh**

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**Contact: +**91-8008911652

**CAREER OBJECTIVE**

Goal-oriented professional with experience in **ITIL Service Transition/ Management & Operations**; targeting a challenging position in Service Transition/ITIL Management.

Seeking a position where I could acquire new skills and utilize my abilities in a field that offers professional growth while being resourceful, innovative and flexible .Competent professional around nine years of commendable experience in Service Management / IT Operations currently positioned as a Service Transition Manager.

Roles Played-Escalation team member in network Faults, Team lead, Incident & Change Manager, Mobilisation Manager & Service Transition. Exposure of industries like Retail, Utilities, Energy & Construction.

**PROFILE SUMMARY/SKILLS**

* Developing and Tracking the project
* Leadership
* Time Management
* Conflict Resolution
* Problem Solving skills
* Management skills
* Process Improvement
* Outstanding Communication skills
* Requirement analysis, Project Planning and Implement resource deployment.
* Teamwork
* Negotiation skills
* Hands on experience in Service Now.
* Knowledge on Active Directory(Admin to the User accounts) & Citrix -L1

**CORE COMPETENCIES**

~Service Transition

~Change Management

~Incident Management

~Service-Now

~Technical Support

~ Team Lead

**ORGANISATIONAL EXPERIENCE**

**Marlabs Innovative, Bangalore Since June’2020**

**Position: Business Analyst**

**Role:** To create detailed business analysis, outlining problems, opportunities and solutions for a business/organisation**.**

* To determine the requirements and deliver data-driven recommendations and reports to executives and stakeholders.
* Identify Business needs, understand the problem in a way the organisation wants to solve.
* Develop ideas /inputs independently or with the help of a team. Develop the idea/inputs into requirements specification.
* Gather documents and analyse the business needs and requirements. Solve business problems and, as needed, designs technical solutions
* Working with the RPA team to understand the scope of automation in each project and the percentage of automation to be delivered.
* To document the functional and sometimes technical design of the system.
* Develop spreadsheets, diagrams and process maps to document needs.

**Wipro Technologies, Hyderabad since-Sep‘2016-May’2020**

**Position: Senior Executive /** **Service Transition**

**Domain: Construction /Utilities /Airports & Healthcare**

**Role :Service Transition Lead**

* Successfully deploy service releases into supported environments.
* To ensure new Services have a fully developed end to end support structure, including Processes, SLAs, and KPIs with business requirements and priorities.
* Ensuring that the projects transitioned are delivered with minimum risks.
* Following up with the Technical Towers for the documentation misses.
* Requirement analysis, Project Planning and Implements resource deployment Allocation (Team size, Span, Shift utilization, skill sets technology rollout and ongoing monitoring for different projects specifics to content management project.
* Participating in all the ITIL Practice tower meetings and providing all the reports requested by the Practice Team.
* Site Mobilization/Decommissioning
* Plan and manage service changes efficiently and effectively
* Introduction of new project & Ensure that all projects are delivered on-time, within scope.
* Ensuring proper KT is done before taking over the new projects from the customer.
* Maintaining database of allocated work in the SharePoint.
* Took initiatives to improve the reporting, created KT planner, prepared checklists and modified SOP’s
* Ability to manage multiple and varied tasks with enthusiasm and prioritize workload with attention to detail.
* Coordinate internal resources and Clients for the flawless execution of projects.
* Develop a detailed project plan to monitor and track progress.
* Manage the relationship with the client and all stakeholders
* Perform risk management to minimize project risks
* Establish and maintain relationships with Key clients.
* Create and maintain comprehensive project documentation
* End to end approach for service transition with both client and organization.
* Meet with clients to take detailed specifications and clarify requirements of each project.
* Track project performance, specifically to analyse the successful completion of short and long-term goals.
* Develop comprehensive project plans to be shared with clients as well as other staff members.

**Wipro Technologies, Hyderabad**

**Position: Change & Incident Manager since May’2014**

**Role:** To control the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services.

**Change Management:**

* Maintaining Day-to-Day Operations related to changes logged.
* Manage changes to the project scope and schedule using appropriate verification techniques.
* Reducing Risk and Inefficiency.
* To achieve the desired change with the maximum of positive benefits and efficiencies and a minimum of negative effects on all stakeholders.
* To focus on the people side of change, including changes to business processes, systems and technology.

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**Incident Management:**

* Prevent SLA violations by enabling multi-level proactive response and resolution escalations.
* Responsible for planning and coordinating all the activities required to perform, monitor, and report on the process.
* Ensuring post-review of priority incidents
* Chairing the incident and problem review meetings
* Following defined escalation path when needed, as defined in the escalation policy
* Notifying the participants in the Incident Management process when standards and procedures are not being followed.
* Rerouting misdirected incidents that have not been handled in a timely manner
* Responding to the Incident Analysts regarding escalation issues in a timely and appropriate fashion
* Identifying incidents which need special attention or escalation
* Managing major incidents.

**Wipro Technologies, Hyderabad**

**Position: Lead since July’ 2012**

**Role:** Ultimate responsibility for ownership of all customers’ incidents or service requests in Service Now & Ensured to meet all the SLA parameters

* Supervising and driving operations for a team of 20+ members.
* Allocating daily workloads for staff & coordinating the work in different shifts.
* Maintaining database of allocated work in the SharePoint.
* Providing support to the agents and taking client escalation calls.
* Break management, work allocation, performance and shift management of the team.
* Coaching and Training individuals during performance improvement plans.
* Training new folks and maintaining the training tracker and the knowledge base.
* Publishing weekly CSAT reports and sharing with the team and managers.
* Based upon the metrics published coaching and mentoring folks and motivating the team.
* Preparing the roster for the team every month.
* To provide all the data required by management and customers on a daily/weekly/monthly basis.
* Generate reports from Service-Now daily. Hands on experience on service-now.

**Wipro Technologies, Hyderabad**

**Position: Project Engineer since Sep’ 2010**

**Role:** To handle escalations from customer and provide detailed summary every week for the issues logged and on the client call

* Handled Level 1 & 2 queries related to Network & Email issues
* Assigning Engineers to the tickets logged.

**ACADEMIC DETAILS**

* 2010- Completed Graduation in B.A from Calcutta University.
* 2006- Passed Class 12 in Arts with first division from Gulmohur High School, Jamshedpur
* 2004-Passed class 10 in Commerce with second division from Gulmohur High School, Jamshedpur

**TECHNICAL SKILLS**

**Operating Systems**: Windows XP, 7, 8 and 10

**Ticketing tool**: Service Now, Marval

**Experience on**: Active Directory (Admin to the User accounts)

Knowledge on Interface Network (**Citrix Receiver**) L1

**SIGNIFICANT ACHIEVEMENTS**

* Proven my capability from Lead to a Service Transition Manager.
* Have been able to handle the Project Transitions effectively with smooth transition to BAU.
* Prompt response for all notifications of unplanned service interruptions from the customer.
* Nominated as one of the high Performing employee on various initiatives in Wipro for the meet of Wipro’s CEO-**Abidali Neemuchwala**

**PERSONAL DETAILS**

DATE OF BIRTH: 12TH February 1988

PASSPORT No.: G1857405

FATHER’S NAME: Mr. M.P. Singh

LANGUAGES KNOWN: English, Hindi

NATIONALITY: Indian

**I hereby declare all the information provided is correct and best to my knowledge.**

DATE: 30/12/2020

SIGNATURE: Sweta Singh