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|  | Trishala NavanithLalRelease Test Lead  |  |
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|  ContactMobile – +91 9886610830 trish88@gmail.comEducationBachelor of Computer ApplicationBishop Cottons Women’s Christian College, 2011**Tools**ServiceNow, JIRA, ISPF, MS ExcelMS SharePoint, LANDesk Management Suite, ITSM 7.1 & 7.6, Remedy 6, Mainframe.**Key Skills** Change Management, Release Planning, Documentation process related to Release inventory, Co-ordination and tracking of all release deliverables, Co-ordination and scheduling of deployments, Environment readiness and other requests, Monitoring/tracking defects, Milestone reporting, LANDesk Management, WSUS, Software Deployment, Patch Deployment, Problem solving, Analytical thinking, Stake holder Management, Client communication, Critical Thinking & Presentation skills . | Summary* Overall Experience of 9 years in field of IT Industry.
* **ITIL V3 Foundation Certified**. Expertise in Change/Release/Deployment Management ITIL Processes.
* Plan, oversee and manage Release process, ensure milestones are met and drive action items to closure.
* Single point of contact to the Development team and the Support team as a Software Release Manager for all delivery schedules resulting in 100% on time deliverables to the clients.
* Investigate risks or any roadblocks to the project delivery, make sure the teams stick to timeline, and escalating as necessary to higher management.
* Drive meetings for the project Release including scope, timelines, and prioritization.
* Manage releases, coordinating with developer, tester and client.
* Perform post deployment check after each release.
* Coordinate SDLC request documents and requirements with offshore.
* Authorize/approve and Review Major or minor/low changes
* Co-ordinate and conduct meeting with Change Advisory Board (CAB) to discuss higher risk changes
* Prepare Change Summary sheet that summarizes all Request for Changes (RFC). This sheet helps the CAB team to understand and evaluate the proposed change
* Post implementation Review of all implemented changes.
* Report and document the Key Performance Indicators w.r.t change success rate ratio and completion.
* Review all RFC’s by the change initiator
* Ensure all the activities designed to implement the change are as per the standards
* Single point of contact to multiple releases in the project.
* Coordinate with Implementation and Support team as a Release & Change Manager for all releases and changes schedules to be worked on, in a planned and minimum/no risk to the clients.
* Responsible for Documentation process of change templates and procedure
* Lead & SPOC for coordinating between a team of developers, service operations and stake holders
* Generate regular reports and Weekly Status reports to update the client.
* Communicate the progress reports of the changes between teams to ensure the policies and SLA is met
* Involve in the quality process by conducting audit checks on a regular basis.
* Sound knowledge on Incident Management
* Expertise on ITSM Tool
* Ensured smooth operation of the entire process, including supervising technical and process updates.
* Worked on the auto generated tickets (ITSM 7.1 & 7.6, Remedy 6) tools.
* Worked on LANDesk Deployment Management Suite
* Demonstrated Business focus by supporting & driving in Key Business Initiatives, working on Capability & Competency center for ITSM, mentoring the team.
* Record and manage deviations, risks and issues related to the new or changed service and take necessary corrective action
* Mentored, trained and imparted technical knowledge to team members and delegated tasks appropriately.
* Experience in Timely Support & Customer Handling Skills.
* Excellent communication skills. Single point of contact between the management and the team disseminating critical information.
* Drive the PIR meeting once the Change is completed with Stakeholders and PM’s along with the teams that were involved.
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| **Certifications****-** ITIL V3 Foundation Certified | Release Test Lead– CGI Pvt Ltd, May 2019 to Present* Creating monthly release plans, tracking progress, fixing release related issues, Go-No Go co-ordination, Client Management & Stakeholder Management.
* Conduct daily status meetings and Coordinate with developers, onshore team and client.
* Working with L2 and other delivery teams to follow the scopes and progress of a release is followed as per change plan/schedule.
* Own overall Release schedule preparation and presenting Project release milestones and updates to key stakeholders
* Conduct Release Readiness reviews, Milestone Reviews, and Business Go/No-Go reviews & Weekly Release Reporting
* Schedule meeting with Application owners and team members to confirm the CR’s going in the current month.
* Approve the change requests in ServiceNow.
* Present the proposed changes in the CAB meeting every month to get the required approvals.
* Review and help coordinate progress of software release phases by partnering with PM’s and employing appropriate metrics/ management reporting.
* Review SDLC documents of each release and co-ordinate the requirements with client and the offshore team.
* Perform Post Deployment Check and validate if the change request is completed.
* SPOC for handling and coordinating all the monthly, half yearly and Yearly release related activity directly with client.
* Conducting weekly release meeting with offshore, onsite team and client to co-ordinate and update the progress/updates.
* Tracking progress of release requirements/progress using JIRA tool.
* Proactively making decision if there is impact in the release related activities without any issues.
* Reporting change details and schedules to the Business.
* Responsible for release-test documentation process.
* Plan and review the release schedules
* Authorize changes based on lead time, risk, impact and priority of the change
* Working on continuous improvement process
* Work on incidents related to release test activities and timely closure of incidents.

**Change Manager –JP Morgan Chase & Co, October 2016 to April 2019*** Worked with delivery teams to make sure that scopes and progress are followed as per the Change plan.
* Managed a team of change coordinators.
* Managed & maintained change schedule.
* Review all implemented changes to ensure that they have met their objectives; refer back any that have been backed out or have failed.
* Analyze change records to determine if any trends.
* Review all outstanding RFC’s.
* Update the change log with all progress that occurs, including any actions to correct problems and/or to take opportunities to improve service quality.
* Issue Change freeze schedules.
* Chair all CAB meetings.
* Authorize changes based on lead time, risk, impact and priority of the change.
* Participate in Daily Status Review meetings.
* Review compliance of change policies and defined process.
* Generate weekly and daily reports to evaluate KPI.
* Create change templates suitable for activities specific.
* Prepare Change Summary Sheet that summarizes all RFC’s. This sheet helps the CAB team to understand and evaluate the proposed change.
* Communicate the progress reports of the changes between teams to ensure the policies and SLA is met.
* Conduct Change Readiness reviews, Milestone Reviews, and Business Go/No-Go reviews.
* Worked with system engineers to understand impacts of changes.
* Continually work towards making improvements in the change process.
* Maintain a change repository and manages key information such as build and change procedures, dependencies, and notification lists.
* Managed the team’s schedule and work assignment.

Change and Deployment Analyst(ESSA-3) -Unisys Global Services India, August 2011 to August 2016* Manage implementation plan of a Change Lifecycle
* Accountable to own and maintain functionalities of change modules
* Review gap analysis in order to reduce emergency changes
* Work with various clients, implementation teams and SME's to clarify queries, resolve issues and review to work as per change lifecycle.
* Participate in CAB meetings
* Process changes for timely schedule and approvals and work around change Lifecycle.
* Work along with various execution/implementation teams for smooth progress of changes.
* Participate in Daily Status Review calls.
* Single point of contact/lead for the shift.
* LANDesk installation and agents configurations, deploying agents on client environment.
* Software Distribution (silent) on client environment for different software’s like MS Office ( all versions), McAfee antivirus, SAP etc. via different methods like batch file, executable package, MSI package, WinRAR package and managed script.
* Initiated auto generating reports from LANDesk.
* Patch Management for end devices as per customer requirement.
* Experience in Software Distribution in LANDesk, LANDesk Deployment Package Creation, Target Query Creation. Working Knowledge on Excel reporting.
* Creating and Executing Queries for Inventory and hardware information.
* WSUS Patch management.
* Deploy applications tested by software team to client’s servers
* Ensuring smooth operation of the entire process as well as enforcing technical and process updates as and when required.
* Resolve issues through continuous partnership with Resolver, Incident Management & Change Management teams.
* Monitoring and maintenance of the windows based servers. Also the single point of contact for errors like: CPU Utilization, Memory Utilization, DISK space issue, Server Not reachable, Scheduled/Unscheduled Reboot.
* Working on the auto generated tickets against the sever errors. (ITSM 7.1 & 7.6, Remedy 6).
* Worked on Mainframes- 2200 Consoles.
* Resolve issues through continuous partnership with Resolver, Incident Management & Change Management teams.
* Participating in weekly change continuous process improvement meetings.
* Performing root cause analysis for incidents and coming up with a remediation plan for it accordingly. Managing the entire gamut of activities involve in Service Management which include Incident Management and Ticket Resolution.
* Handling and training a team over 20 new hires.
* Ensuring smooth operation of the entire process as well as enforcing technical and process updates as and when required.
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