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|  | Trishala NavanithLal  Release Test Lead | | |  |
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| Contact Mobile – +91 9886610830 trish88@gmail.com Education Bachelor of Computer Application Bishop Cottons Women’s Christian College, 2011  **Tools**  ServiceNow, JIRA, ISPF, MS Excel  MS 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. | | |
| **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. | | |