

# KAUSTABH BANERJEE

☎ +91-9336481299

[kaustabh.b@outlook.com](mailto:kaustabh.b@outlook.com)

**Result-oriented Professional in pursuit of challenging and enriching middle managerial assignments in IT Service Management/IT Operations / Process Consulting – i.e. Incident Management, Change or Problem Management and with an organization of high repute. Available to join immediately.**

**WORK EXPERIENCE (11 years) Currently Working in Nokia, Noida. Also Worked in Irvine, CA (US) for the last 2.5 years as (Designation: Project manager / Role: ERP Service Delivery manager) for IT Operations and Service Delivery Management from the US Offices and recently moved back to India to continue work as an Offshore Project Manager with the same organization. Offering almost decade worth of experience in end-to-end IT Service Operations and ERP & IT Service Delivery & Support. Also, I'm an HCL O2 (Infinity) And Accenture Alumni**

**Hold Cap Exempt H1B Visa, Hold Valid US (B1/B2) VISA valid till 2023 & UK Business VISA**

## PROFILE SUMMARY

- Almost a decade worth of experience in IT Service Delivery Management, Project Management, Incident Management, Problem Management, Documentation and Team Management into IT Services and ERP(SAP B1) Implementation Projects
- Deft in ensuring that the goals of the Incident/Problem Management process are achieved while restoring normal service as soon as possible based on customer perspective and within defined SLA
- Instrumental in mapping client's requirements, custom designing solutions & troubleshooting for complex Information Systems Management – Infrastructure/ Project Management
- Adept in identifying the root cause, risks, preventive/ avoidable/ mitigating/ confronting a repeat incident and communicating the lessons learnt, ways to reduce repeat incidents and develop an RCA document of high quality
- An effective communicator & negotiator with strong analytical, problem solving and organizational abilities

## CORE COMPETENCIES

- Ensuring that major incidents are managed and communicated within the scope of Service Level Agreement, securing that all engaged parties perform up to high standards and follow agreed process
- Liaise with Change, Incident, Event, Release, Capacity and Availability Management throughout Problem life cycle to deliver quality outcomes.
- Working with customer stakeholders on all matters related to incident management e.g. major incident review, management escalations and continuous improvement plans
- Randomly auditing the tickets logged in the Project to check if quality is maintained by capturing each and every detail in the ticket
- Mapping requirements and providing clients with the best solution involving evaluation and definition of scope of project and finalization of project requirements
- Resolve assigned tickets in adherence to agreed SLA and quality standards of the company
- Have ensured that calls / emails are addressed within agreed SLAs
- Have ensure that escalations are acknowledged in a timely manner adhering to the process and quality compliance
- Maintained attendance, leave reports, breaks & shift rosters
- Updated knowledge base through accurate documentation and disseminating knowledge from analyses and reports prepared to team for facilitating effective performance of responsibilities
- Performed adhoc analysis and reporting. Service Improvement activities and infrastructure management.
- Always ensured positive customer satisfaction and feedback

## WORK EXPERIENCE

Presently just started working in **"Nokia"** Solutions and Networks, India; Noida, as (Title: IT Critical Incident Manager) - Role: Internal - Global IT Process Owner for Critical Incidents, Problem Management and IT Service Operations and Delivery Management. (Noida) (June 2020 - Present)

Worked in: **BatchMaster Software**, Designation: **Project Manager** and into IT Service Delivery Management in IT & ERP-SAP B1 Service Customer Support Dept.

(Indore – US – Indore) (Sep'14-Apr'20) (5 Years 6.5 months)

**Roles, Responsibilities' & Milestones:**

- Working as Project Manager / Service Delivery Manager for ERP SAP B1 and IT services projects (Cloud Hosted) Customers.
- Responsible to manage incidents, especially P1/P2, to meet contractual SLA and make the customer be happy of the whole process of issue handling
- Produce complete reports for major incident review and incident trend analysis.
- Ensure continue improvement on incident management
- Monitored Service Desk operations and escalated tickets to ensure client's problems are handled as expeditiously as possible.
- Conducted daily service review call wherein acted as an interface between the Vendor and the Product Line Leads.
- Supports service desk operatives, assesses and records their performance and supports them in meeting SLA's for incident
- Sending out regular standard Incident Management notifications.
- Identify Knowledgebase availability & create new Knowledge Base documents.
- Publishing Reports on identified gaps with corrective and preventive actions.
- Involved in identifying the root cause, confronting a repeat incident and communicating the lessons learnt, ways to reduce repeat incidents and develop an RCA document of high quality.
- Worked as SPOC for Release driving the incidents and change from one to end till the resolution.
- Ensure correct Incident categorization and prioritization, dependent on business criticality and user impact.
- Verify Root Cause and solution options and/or temporary workarounds
- KEDB maintenance and ongoing documentation.
- Ensure that the technical groups adhere to processes and procedures, and that they complete and document Root Cause and Action Items and implement those actions to successful conclusion.
- Manage development and maintenance of application run books, operating manuals, training guides, etc. for assigned business service
- Manages and improves processes, work instructions, organizes and supervises improvement projects and contributes ideas for further professionalization of the organization.
- Collaborated with different Service Managers both onshore and offshore second and third level technical and business support teams to get high priority issues resolved as soon as possible to minimize the effect of service downtime on client business
- Assisted in assessing the quality and SLA of the open tickets through different reporting procedures like Hop Count and ticket aging reports.

**Worked in ACCENTURE Services Pvt Ltd. as IT Service Operations Senior Analyst**

(Kolkata) (May'14-Sep'14) (5 months)

- Worked in BAU Project – Customer – Global Payments as an ITSM Senior Analyst
- Responsible for coordinating, preparing and then sending out daily SLA numbers to the respective Leads and upper management.
- Also responsible for opening WAR rooms in Situations of a Critical Incidence.

**Worked in HCL TECHNOLOGIES Ltd. into both Individual Contributor (Senior Analyst) & Shift Lead roles:**

(Noida – US – UK –Chennai) (Apr'11 – Apr'14) (3 Years)

- 1) Was transferred to Chennai as **Specialist (E2 Band)**– IT Service Management(ITIL) & Process transition for client UBS(Union Bank of Switzerland), starting with IT process BRAD discussion into "Access Management"-FIR(Financial Integrated Reporting)-IT Governance LOB using tool "Unify" (equivalent of SharePoint in cloud platform).**Back from London- UK**(PS: was there for a month, returned last week of December'13); for transitions; also did maintain KT tracker as a Super User, creation and maintaining of SOPs& BCP testing before Go Live.

(Chennai – UK) (Nov'13-Apr'14)

- 2) Was working in **Noida** with designation **S LEAD** (E2 Band) & into **Process Consulting/ Quality Lead** role, in **IT Infrastructure (ITIL)**ITSM domain (PS: **Team of 6 directly reporting under me**), member of CAB,

**Change Advisory Board**, maintaining RFCs through Plan IT(HP). Own **US (B1/B2) VISA** responsible for **Transitioning, Continual SIPs, Business Analysis, PMO Program Management** activities for delivery / delivery enablement in **IT Services** like Queue & Account Management: TCO(**Quality Management**)& Incident Research Lead(Escalation Management)for **clientEMC^2**, which is a data storage & security giant acquired by it (RSA).The CRM tool currently used by us is Service Now(SNOW), transitioned from Peregrine (HP). To summarize, involved in support & transitioning activities of most of the client/mobile/cloud/web-based applications including account management like People view, Account Portal, ALM, SFDC, Courion, etc.  
(Noida – US) (Apr'11-Oct'13)

#### Some of the key roles & responsibilities:

- I visited **US, Client Site (MA)**(PS: from 8<sup>th</sup> Apr'13-21<sup>st</sup> Apr'13), to do “unITy”-Service Now (SNOW) transition, as a Super User. Now back, have started off with the Phase 1- Q2 implementation. The Go-Live was successful on 20<sup>th</sup> May'13, hence now involved in the cross checking & corrections involving the **BI reporting (CMDB)**. Was a Knowledge Management **UAT- Test Lead** for “unITy” project, where the test cases were successfully executed with not only KM but its integration with other modules like **Incident Mgmt., Service Mgmt., Problem Mgmt., Change Mgmt., etc.** Also Involved in SIPs involving KM maintenance & enhancement. (KEDB-Known Error Database)
- Involved in successful transitions like “Pivotal Labs”, “Archer support”, etc.& currently involved in various other applications including “Syclicity (Cloud based)”
- Was the first ever TCO Admin in EMC Corp account, involved in daily / weekly / monthly quality audits.
- Involved in Six-sigma project to reduce Miss-assignments/Average ticket handle time & Lean Six Sigma Projects of SDG-HR IT issues. Also, IR-IM KPIs with the client on weekly, monthly & quarterly business reviews (QBR/QOR). Also into determination of periodic Gap Analysis, volume drivers' & forecasting activities.
- Working as an offshore Lead as per client EMC for eRoom-documentum & was a part of transitioning and Presales activities (like RFP bidding) of Documentum for another client “Agilent Tech.”
- Successfully presented the miss-route & IR improvement trend during client visit, this March'13.
- Creation and Owner of Escalation and TCO Process Documents, (SOW) Scope of Work
- Involved in transitioning of ERP package from Oracle 11i E-business suite to SAP-Propel/working on infinIT (SACM-Software Asset and Configuration Management)
- Functional assistance on Oracle 11i E-Business suite transitioning, especially on OTL module
- Actively involved in Problem management & change deployment including recent issues in Digital Certificates, EAS & VPN & other POCs (Proof of Concept).
- Introduced MAC tier 1 and community support successfully.
- Numerous Client Appreciations & involved in direct client interactions with individual owners and also hosting periodic group meetings, sharing MOMs& follow-up on the consequent “action items”.
- Tier 2.5 &Specialty support model creation & suggestion of SAP-SRM, as a community support
- Actively involved in Adhoc analysis & SOP creation with the client services & for other respective groups.
- Successfully reduced the Incident Research- Escalation count from 500 to nil during last RSA outage.

Worked in: **Wipro Ltd, (Greater Noida) (Sep'10-Mar'11) (6 months)**

Worked as an SME / Quality Associate in KODAK process, mostly into Desktop / Wireless – Printer support, SAP-SRM console for procurement.

#### **PROFESSIONAL CERTIFICATIONS, DIPLOMAS & TRAININGS**

- ✓ **eRoom-Documentum certified** co-coordinator & Community administrator from **EMC^2**
- ✓ **Six-Sigma Green Belt** Certified from HCL Technologies Ltd.
- ✓ **ITILv3.0 Foundation** Certified (93%) & trained in **ITIL Intermediate**-Service Operation (SO)
- ✓ Completed FTM – Managerial Excellence Certification; conducted by L&D, HCL Technologies.
- ✓ Enrolled in HBAP Academy (HCL Certified Business Analysis Professional)
- ✓ Certified **Scrum Master** from Scrum Alliance

#### **ACADEMICS**

Degree	Institute	Year	Marks
BE (IT)	Kavikulguru Institute of Technology & Science, Ramtek, Nagpur	2009	63.08%
XII	Methodist High School, Kanpur/ ISCE board	2004	71%
X	Methodist High School, Kanpur/ ISCE board	2002	85.5%

#### **TECHNICAL TOOLS**

IT Tools

**SAP B1, MS-CRM, Service Now, HP Peregrine, ALM**

#### **AWARDS/ ACHIEVEMENTS/ COCURRICULAR ACTIVITIES**

- **Joined the “O2 Infinity” (Previously known as O2) – League of Extraordinary (2012-2013)**
- **Last appraisal rating in HCL was “OUTSTANDING” (OU)**
- **Awarded the prestigious “Quality Champ (TCO)” award for EMC Project, HCL in last quarter.**

- **Received "Overall Quality" award for EMC Project, HCL this quarter.**
- **Was "Silver Jewel" for HCL consecutively for 2 months (Jul'12-Aug'12)**

<b>PERSONAL PARTICULARS</b>
-----------------------------

- |  |
|--|
| <ul style="list-style-type: none"><li>• Date of Birth : 15<sup>th</sup> Jan, 1986</li><li>• Passport No. : V0022556</li><li>• Availability : 15 days (2 weeks)</li><li>• VISA : Hold Cap Exempt H1B Visa, Hold Valid US (B1/B2) VISA valid till 2023 &amp; UK VISA</li><li>• Hometown : KANPUR</li></ul> |
|--|