**Resume**

Dipanjali Saikia

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**Professional Synopsis**

A dynamic, team spirited and performance driven professional, having 10+ years of rich experience in IT Field. An ITIL V3 Certified Professional currently associated with Ernst and Young. Strongly skilled with a superior work ethic and client satisfaction record. Widely and deeply knowledgeable in all aspects of Project, Landscape and ITIL management.

**Core Qualifications**

* Experience with ITIL V3 processes and life cycles
* Exceptional grasp of reporting tools Service Now, BMC Remedy, Oracle MOSS
* Strong oral and written communication abilities
* High organization and presentation skills
* Outstanding grasp of ITIL and project management principles and processes

**Experience**

* **Role : Project and release lead**
* **Designation : Senior Consultant**
* **Organization : Ernst and Young, Bangalore**
* **Duration : Feb 2016 till date**
* **Tools : BMC remedy**

**Key Purpose:**

Providing leadership, direction and oversight of all Project and Release for Landscape while implementing best practices such as ITIL. Maximized results by specifically applying resources in areas that capitalized on their individual strengths resulting in significant improvements in customer/supplier relationships.

**Organizational Roles and responsibilities:**

* Provide Counseling for consultant and associate consultant.
* Provide feedback to team members for personal and professional growth.
* Provide training to team members.
* Identifying new client opportunity for firm growth and team expansion
* Conducting interviews and performing lead reviews.

**Delivery Roles and responsibilities:**

Release and change manager:

* Manage the development, maintenance, and coordination of project.
* Building the release plan and managing the gate call
* Perform PIR and Manage the CAB and ECAB
* Manage and comply release schedule and main release milestones throughout programs.
* Search and report product release dependencies throughout projects.
* Review and closure of CRQ in the tool

Project manager:

* Manage the development, maintenance, and coordination of project.
* Manage project risks, issues and changes.
* Manage continuous process improvement of risk, issue and change.
* Conduct metrics reporting, including project plan trending metrics, project
* Coordinate with Functional Plan Managers to ensure effective overall project
* Manage the submission of project deliverables to ensure timeliness and adherence to project schedule and standards.
* Managing vendors to make sure the projects are delivered on time.

Landscape manager:

* Manage the development, maintenance, and coordination of project.
* Manages and schedules projects to accomplish production schedules within established budgets.
* Maintains strict adherence to established schedules and budgets.
* Keeping the application landscape up to date with recent version, DR and audit requirement.
* Managing the ITGC, KFAS and security audit.
* Resource allocation and vendor management.

**Experience**

**Role : Global Implementation Manager**

**Designation : Specialist**

**Organization : HCL Technology, Bangalore**

**Duration : Jan 2014 till Feb 2016**

**Tools Used : Service now**

**Key Purpose:**

The Release and Deployment Manager is responsible for the planning, design, build, configuration and testing of all software and hardware to create the release package for the delivery of, or changes to, the designated service.

* To restore a normal service operation as quickly as possible and to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained following ITIL best practices approach in adherence with the service-level agreements.
* Act as a focal point within the enterprise for all escalation and communication activities for outages and downtimes related to the Business Applications and Infrastructure, and to ensure that service recovery is handled expeditiously and that systematic issues and problems are addressed proactively and are communicated to senior management and executive levels for awareness and prioritization.

**Roles and responsibilities:**

Implementation manager:

* Held overall responsibility of coordination of implementations of software builds and releases
Provided analytics to help determine optimal way to assemble releases
* Facilitated release planning meetings to construct efficient releases that reflect demand and capacity
* Tracked any additions, deletions or change in scope on the published release plan including efficient tracking of defects.
* Built the release plan roadmap and keep maintained for communication.
* Responsible to continually improve change/release processes hence to proactively minimize change-related risks.
* Conducted dress rehearsal for all the release to make sure deployment of the release successfully.
* Managed large project rollouts through the various release activities in the stipulated maintenance windows

Incident Management:

* Incident Management for Multiple Banking and Trading Applications used by internal and external clients of DB.
* Creation of Incidents and Service Requests for the supported applications, first point analysis on tickets and assigning them to L2/L3/ other service lines based on the scope.
* Tracking of Incident from Opening to Closure, with timely communication to business.
* Communication with Business Clients and first point of contact/interface for application issues and outages between Business and Technology Team.
* Creation and Estimation of efforts for software change requests or enhancements.
* Reviewing SLA performance and recommend corrective action.
* To follow up on escalations and issues with clients and HCL management.
* Prepare Outage reports.
* Publishing new incidents in the Problem Management report and updating the same in Known Error Database and Root Cause Analysis report.

Change Management:

* Develop, Document and publish change management process and functions
* Analyze change records to determine any trends or potential problems.
* Reviewing change requests for completeness and accuracy
* Working with service providers to schedule changes
* Assisting in the preparation, facilitation, documentation, and communication related to weekly and ad hoc change management meetings.
* Update the change log with all progress that occurs, including any actions to correct problems and/or to take opportunities to improve service quality
* Review all implemented changes to ensure that they have met their objectives; refer back any that have been backed out or have failed
* Review all outstanding RFCs

**Role : Associate consultant**

**Designation : Associate consultant**

**Organization : Vinsys IT service pvt ltd**

**Duration : Apr 2013 to Nov 2013**

**Roles and responsibilities:**

* Delivered management value added consulting and strategic technology infrastructure solutions for distributed environments:
* IT Service Management (ITSM) based on ITIL best practices.
* ITIL V3 Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.
* Delivering ITIL v3 training from the foundations level all of the way up to Expert.
* Help customers understand their organizational needs for Service Management and how ITIL will improve their service management.

**Role : Operations Management**

**Designation : Project Engineer**

**Organization : Wipro Technologies**

**Duration : Dec 2008 to Apr 2013**

**Roles and responsibilities:**

* Real Time & continuous follow-up with global support teams for Critical incident resolution and Problem solving.
* Manage and coordinate activities during overall ticket life cycle.
* Responsible for sending all Incident notifications as per agreed process.
* Chair Bridge calls for effective coordination, incident resolution, service restoration.
* Continuous follow-up with support team for relevant notification updates as per SLA, and drive Resolution.
* Assess and perform quality check on Request for Changes.
* Assess Technical and Business RISK for Major/Significant change requests and ensure the RISKs are mitigated before implementing it on Production
* Quality control on the change requests processed by the team and provides feedbacks to the requesters and analyst
* Ensure that appropriate actions have been planned to minimize both the risk of failures and the impact on users during Change implementations.

**Education**

* Graduation in B.sc(Chem) from R.Y.K college Nashik
* 12th from K.V Nashik Road Camp

**Accomplishments**

* ITIL foundation V3 certified
* ITIL Service operation and continual service improvement trained.
* EMC2 proven professional certified.

**Personal Information**

Father’s Name: B.Saikia

Date of Birth: 25th March 1988

Marital status: Married

Permanent Address: 3, HariKripa Row house, Jachak Nagar, Jai Bhavani Road, NashikRoad, Nashik

Communication Address: Flat # 302, House # 102, Stellar sky,2nd Main, Bethal Nagar,

 Kodigehalli main road, KR Puram, Bangalore, Karnataka.

DECLARATION:

 I declare that the above information given by me are true and correct to the best of my knowledge.

 Date: (DipanjaliSaikia)