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| Vaibhav Mane  **ITILv4®, CCNA®**  **Preferred Roles:**  Business Analyst | Project/Program Manager | Service Manager | Problem/Incident Manager |  **Preferred Industries:**  OSS/BSS | Telecom | E-Commerce| IT | Salesforce   |  | | --- | | **Contact** |     Pune, MH, 411058  +918087588026  vaibhav.mane@hotmail.com  /vaibhav-mane-960a5669   |  | | --- | | **Skills** |     Project/Product Mgmt  Gap Analysis  Requirement Gathering  Business Process Modelling  OSS/BSS, TMForum  Order Mgmt  Service Delivery  E-Commerce Web Solutions   |  | | --- | | **Education** |     Bachelor of Engineering in Computer Eng. From University of Pune (2014). | Business Analyst with 6.5+ years of experience in Telecom Solution Management, IT and E-Commerce. Currently oversee initiatives designed to advance continuous improvement, competitive advantage, and profitable growth.   |  | | --- | | **Work History** |      |  |  |  |  | | --- | --- | --- | --- | |  | 2019-02 - Current |  | **Senior Business Analyst**  *Sakon Enterprises Pvt. Ltd., Pune, Maharashtra*   * Collaborated with stakeholders to implement service arrangements. Requirement Elicitation and analysis. Determining and presenting the Project Life Cycles. Setting up the Client assessment and implementation processes. * Day to Day activities involve Vendor Management, Project Implementation, Order management as a part of OSS/BSS activities. Develop business solution using requirements such as scope, processes, alternatives, and risks. Analyse through document analysis, interviews, workshops, and workflow analysis. * Drafting BRD, FRD, HDD, UML Diagrams of the project solution up as a part of Business Process Modelling. * Indirect monitoring the Agile Team to track their sprint progress for any current and upcoming projects. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2014-08 - 2019-02 |  | **UC Network Analyst, Team Lead**  *Tata Communications Limited, Pune, Maharashtra*   * Handling Global Video NOC on Advanced Solution Department - Level 3. Troubleshooting, maintaining, and provisioning cloud-based UC conferencing service * Handling the Project Implementation for all the SMBs and global clients. * Handling operations escalation and service/request fulfilment and Kick off meetings for presenting the POCs for the prospected clients. |  |  | | --- | | **Tools** |  |  |  |  |  | | --- | --- | --- | --- | |  |  |  | Jira, Salesforce, MS Visio, MySQL, Balsmiq, Axure, Trello and Servicenow, BMC Remedy, IBM SolarWinds for ITSM. | |

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