Prashant Singh Negi
Manager - Live Service

✉ prasi12345@gmail.com

📞 +91 9860070731

📍 Pune

SKILLS

- Content Management System
- Salesforce Ticketing Tool
- JIRA Ticketing Tool
- Agile and Scrum
- GIT-lab/GIT-book
- LMS (SABA/Cornerstone)
- JIRA Ticketing Tool
- Microsoft Office
- OS Administration
- FlexLM Product Licensing
- Linux (RHEL)
- Analytical skills

EXPERTIZE

- Project Management
- Documentation
- Team leadership
- Project planning
- Attention to details
- Creativity
- Innovation
- Collaboration and team work
- Training and Development

PROFILE

Technically sophisticated professional with 10+ years of experience in the areas of Administration and Support. Possess strong customer orientation, **problem solving skills and ability to successfully lead and manage a group of people.**

- Strong communication and technical skills with the ability to quickly grasp technical issues/concepts.
- Dissect high-level information into details and is able to communicate details in a manner understood by relevant audiences.
- Ability to work in cross-cultural teams spread across different geographic locations.
- Fast learner; able to learn new software solutions, business processes and design techniques quickly and efficiently.

EXPERIENCE

Live Service Manager, Michelin Pvt Ltd.

Jan 2020 – Present

Overview: To qualify, prioritize, solve and follow up the resolution of internal and external partners requests sent via JIRA, understand business needs and priorities as well as the factory organization to find the best compromises and balance.

- Manages all content creation, revision, and retention across multiple platforms. Edits and revises content. Structuring, designing and managing Michelin websites using apostrophe CMS.
- Support Apostrophe websites, all brand, all product lines, contribute to the respect (and evolution when relevant) of the Live Services processes as well as continuous improvements processes.
- Resolving business concerns efficiently and expeditiously.
- Helps build a team of authors and manages assignment, health of the team.
- Acted as liaison between business and IT teams to refine the product and incorporate features based on market demands.
- Works with Product Owner to define project scope and objectives. Guides team through continual improvement process.
- Participate in all Scrum Ceremonies including Sprint Planning, Daily Standups, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning.

Team Leader, Saba Software

July 2017 - March 2019

*Overview: Administering Saba Enterprise and Cloud Applications. Resolve complex technical issues. Provide 24*7*365 technical support coverage to SABA customers worldwide.*

- Addressing functional issues and liaise with other cross functional teams in Saba ecosystem across the globe while working with the customers over diverse interactions.
- Support people development by providing regular coaching and training to the team members and act as Subject Matter Expert for the assigned learning services.
- Fully manage selection, development and periodic performance review of team members.

Prashant Singh Negi
Manager - Live Service

- Be a trusted advisor on future system releases and trends in business strategies and developments.
- Develop Business Cases and Impact Assessments. Proactively recommend Product improvements.
- Work with Global Services to equip them for 1st and some 2nd level support, and to ensure seamless handover of higher levels of support.

Accountabilities

- Delivering positive customer experience through proactive customer case management from start till logical end reflected through CSAT metrics.
- Practice 100% Support Process and Customer SLA Compliance.
- Time bound Quality Analysis and Superior Customer Communication over Phone, Email, Chat and CRM (salesforce), Web-Ex, Saba Meeting.
- Ensure regular quality updates till resolution to prevent case going into stale/ backlog state.
- Time bound engagement of next level support with proper triage for cases requiring next level intervention.
- Accord priority to Severity S1, S2, S3, S4, SR Case Handling and Resolution.
- Accord priority for escalated cases towards handling and resolution.
- Ensure consistent compliance to work process and procedures.
- Ensure diligent efforts towards closure of handoff cases.
- Build expertise towards resolving Saba functional/usability cases without next level escalation.
- Upskill and Cross Skill to improve and expand technical coverage.

Senior Engineer - Product App., Harman Pvt. Ltd.

June 2012 - July 2017

Overview: Application Configuration and Support, MSC Software (Nastran, Adams, Patran, CAD-CAE products, MSC Apex, MSC Flexlm Licensing). Time bound Quality Analysis and Superior Customer Communication over Phone, Email, Chat -Lync, Skype and CRM (Salesforce), Remote session (Web-Ex).

Platform: Red Hat Enterprise Linux, Windows 7, 10, XP etc. and other OS as per the requirement of the software. Support US/UK clients for all type of MSC Software related issues (Installation, Configuration, troubleshooting)

Accountabilities

- Support Ticket Management
  Problem Management
  - Perform Root Cause Analysis
  - Investigation and follow-up for permanent fix of the problem.
  - Follow-up on tickets regularly for re-occurring issues
  - Maintain SLA for the Response and Resolution time
  - Document the Resolution for the issue
  Trend Analysis
  - Produce trend analysis of recurring Problems/Incidents
  - Extract trends on Incident types, Customer types, key problem areas etc.
  - Hold regular meetings with peer groups to review recurring problems and press for final resolutions or escalate.
  Bug Reporting and Tracking
  - Beta testing of the products.
  - Reproduce defects in the product in our environment.

- Customer Engagement
  - Delivering & managing high standard communications across Global customers to ensure problems are dealt with priority.
  - Client site visit in India for presales and post-sales support

Prashant Singh Negi
Manager - Live Service

PERSONAL

DOB:
17/03/1988

Nationality:
Indian

Hobbies:
Photography, Travelling

Interests:
Watching documentaries,
Listening to music

Strengths:
Pragmatic, Adaptable

Languages:
English, Hindi

- *KRA and SLA Reporting*
    - Review Metrics to ensure the SLAs are met.
    - Generate and analyze reports to identify the process gaps.
    - Present analyzed reports to team management.
      (response time, resolution time, CSAT, Productivity chart)

- *Knowledge Base Management*
    - Create Knowledge Base articles for the MSC users on technical issues and processes.
    - Periodically update KBs with the release changes.

- *Customer Trainings*
    - Conduct regular webinars on product features.

Solutions Developer, Tata Technologies Pvt. Ltd.

May 2010 – June 2012

Overview: *24x7 Middleware Administrations and Support. Maintenance of the Jaguar and Landover websites.*

- Participate in 24x7 on call rotation. Troubleshooting and resolution of incidents, working to critical SLA's.

- Monitoring/maintenance of Linux (RHEL) servers and resolving system related issues. Managing users and group administration.

- Ensuring customer-impacting outages are quickly noticed and resolved.

- Configuration and routine housekeeping.

- Collaborate with Engineers, Operations and other teams to ensure application, network and system monitoring best practices.

Declaration

All the details furnished above are true to the best of my knowledge and belief.

Date

Place: Pune