

PRIYANKA MARUTI MHASE

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PROFESSIONAL SUMMARY

Innovative, Forward-Thinking Executive offering 18 months of total experience in delivering support services directly related to IT operations and support organizations for incident management competencies. Aim to restore a normal service operation as quickly as possible and to minimize the impact on business operations thus ensuring best possible levels of service quality and availability are maintained. Good knowledge to modify and create work instructions and recipes and to prepare for similar impacting events and allow for a quicker response. Liaise with L2 support groups with possession of strong analytic, verbal and written communication skills.

EXPERIENCE

- IBM Concentrix, Pune** *30 October 2017 - 21 December 2018*
Technical Operations Analyst
End to end responsibility for the management, communication, Escalation, Changes, Problems, knowledge Articles and known Errors ensuring Business and Customer updates are timely and of sufficient quality, arranging discussions and updates as required.

Ensure that all modes of communication are effectively used throughout the incident life cycle

Acting as incident escalation focal point, identifying and resolving conflicts and bottlenecks.

Document post incident recovery steps, including KPI's and reports in order to establish Root Cause, aid in process improvements, identify deviations and to enable creation of a knowledge Base.

Driving, developing and managing the major incident process and associated procedures/systems.

Providing consolidated production incident metrics to the operations centre Manager along with resolution rates.

Develop and maintain a skills matrix around agreed Critical Systems for use in Incident Situations.

Ensure company processes and policies are being adhered to and standards are being met.
- Cognizant Pvt Ltd** *23 January - Till date*
Senior Process Executive
Worked as Salesforce administrator.
1) Developed reports, dashboards, and processes to continuously monitor data quality and integrity.
2) Maintained and Customized Salesforce.com scopes such as users, roles, profiles,

groups, accounts, contacts, record types, sharing rules, custom objects, picklists and page layout customization to support vital business function.

3) Developed, launched and managed in-depth dashboards and reports for all team functions on both management and individual levels.

EDUCATION

- **Shree Chattrapati Shivaji College Of Engineering, Rahuri Factory**
Computer Engineering
73%
2017
- **Residential Junior College Of Engineering, Ahmednagar**
HSC
59%
2011
- **Athare Patil Public School**
SSC
78.93%
2009

TECHNICAL SKILLS

- Strong problem solving, Analytical and time management skills.
- Able to Apply Organizational, Critical Thinking and Oral and Written Communication Skills.
- Working knowledge of relevant technologies (Windows and Unix platforms, voice and data networks, LAN, WAN, Security Infrastructure)
- Ability to demonstrate broad knowledge of corporate policies, products/services portfolio, markets and processes.
- Ability to multitask and make sound judgement in a fast paced, high stress environment.
- Ability to work in a team environment, which may be local, global, virtual or multi functional
- Able to demonstrate good oral, written, and telephone communication skill.
- Technical troubleshooting, Offshore team collaboration and managing escalations
- Phone and online support, client/server models and preventive maintenance
- Researched issues on various computer systems and databases to resolve complaints, answer inquiries, and outline solutions.

ACHIEVEMENTS & AWARDS

- Secured 3rd Position at National Level Technical Event (Tecno Parv) in 2014 at SCSCOE Rahuri.
- Published International Journal on "Authenticated Key Exchange Protocols For Parallel Network File System" in IJSRD
- Attended Linux workshop at SCSCOE Rahuri
- Participated in 11th National Conference (NC-MEET) 2k17 at Amrutvahini College of Engg, Sangamner.
- Participated in National Level Paper Presentation at VISHWOTECH-2016 at VACOE & P, Ahmednagar.

INTERESTS

- Event Management(Organized National level Technical Events at college leve)
- Participating in Socia Work

PERSONAL PROFILE

- Date of Birth : 03/06/1992
- Marital Status : Single
- Nationality : Indian
- Known Languages : English,Hindi,Marathi
- Hobby : Cooking

Date : 22 July 2019

Place : Pune