**Ishan Chawla**

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**PROFESSIONAL SYNOPSIS**

* A focused professional with **5+ years** of experience in  **Team Leading, Network Operations Management** **& Critical Incident Management.**
* An **effective communicator** with strong analytical, leadership, and interpersonal skills
* Excellent communication skills bridging Client interaction and Team management
* Expertise in recognizing work that needs to be prioritized to comply with SLAs
* Possess the capability of supporting operations 24\*7
* Excellent interpersonal, communication and organizational skills with proven abilities in team management and planning
* Possess excellent time delivery skills, providing solution right first time with elaborate explanation, documentation skill.
* ITIL Event Management/ Incident Management of live environments.

**IT SKILLS**

* Technology: Data Center Operations, Network Monitoring, Application Support
* Domain Knowledge : Travel, Global Staffing, Insurance.
* Software/Tools Used: MS Office, Service NOW, Solar-Winds, HP My-BSM, IBM Tivoli, Meraki, **Autosys** Batch Job Scheduling/Monitoring, TIDAL Task Scheduling.

**KEY DELIVERABLES**

**Team Management**

* Managing the end-to-end responsibilities of Network Operations team/Data Center Operations team.
* Monitor and ensure that individual team members are achieving the expected productivity metrics.
* Adjusted resources or recommend changes that enabled the team to achieve SLA's and high customer satisfaction ratings and provided corrective action plans when goals were not met.
* Held team Leader meetings monthly with other Team Leaders and Service Delivery Manager to ensure entire Service Operations were functioning congruently.

**Process Management**

* Prioritized workflow to assure multiple queues with varying complexity were completed within established timeframes.
* Communicated with teams via email and conference calls to resolve issues and to provide assistance on the same.
* Responsible for guiding the team to meet the team's required SLA's.
* Point of escalation within the team to resolve complex customer service issues.
* Adjusted resources or recommend changes that enabled the team to achieve SLA's and high customer satisfaction ratings and Provided corrective action plans when goals were not met.

**PROFESSIONAL EXPERIENCE**

**Projects Undertaken :**

* **Oct 2018 – Present**

|  |  |
| --- | --- |
| Organization | Shree Infosoft Pvt Ltd |
| Designation | Technical Lead |
| Role | Network Operations Center Lead |
| Responsibilities | * Monitoring of Server, Network & Application related Alerts and take appropriate action according to the case and severity. * Tasked as Critical Incident Manager during Major, SEV 1 and SEV 2 incidents. * Open and Lead bridge calls, engage SMEs, monitor SLA, initiate Critical Incident email Notification for Business Partners and stake holders. * Monitor critical incident SLA and progress until issue doesn't get resolved * Ensure to update CMDB for promotion/demotion/upgradation of any network device in SNOW via CTASK * Presented the status of ongoing Network issues, problems, incidents, and change orders via phone and e-mail. * Proactive monitoring of all networks, servers, and services, respond to alerts according to standard process. * Being global support team, co-ordinating with various Local site IT’s in order to analyse and fix the issue. * Incident handling within business SLA’s. * Managing third party vendors for server management at client locations globally. * Working directly with Incident Lifecycle Coordinators to provide initial incident response. * Preparing Daily Management Huddle Dashboard, giving an overview of daily incident report. * Provide daily weekly, and monthly reporting of key performance indicators. |
| Team Size: | 16 |

* **July 2015 – Sept 2018**

|  |  |
| --- | --- |
| Organization | HCL Technologies Ltd |
| Designation | Senior Analyst |
| Role | Data Center Operations Lead |
| Platform | Operations/Event/Incident Management |
| Responsibilities | * Managing the end-to-end responsibilities of Global Data Centre Operations team * Critical Incident Management: Lead Critical Incident end-to-end and execute CIM process * Proactive Problem Management: Identify top call servers/alerts make noise, raise Proactive Problem ticket in order to avoid and reduce P1/P2 and alerts in future for clean Infrastructure * Monitoring of Data Centre appliance like UPS, Backup Library, Storage. * We initiate the Technical WAR room, mobilize technical teams, vendors, HCL SDM on call and ensure everyone remain engaged and carry out the investigation and keep updating the ticket logs as when its required, drafting the communication and sending to required recipients list on hourly basis. * Responsible for engaging, authorizing and monitoring of vendor technician to visit Data Centers where Hands & Feet support required * Responsible for monitoring of Autosys Job Failure (Background Application specific jobs failure). Incase job gets failed, responsible for rerun jobs, monitoring the status of job progress till it gets completed * Responsible for monitoring, creation, execution of Batch Jobs. |
| Team Size: | 14 |
| Environment | **O/s**: Windows |

**ACADEMIC QUALIFICATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree/ Course** | **Board/University** | **College/School** | **Year Of Passing** | **Marks obtained** |
| B-Tech | Kurukshetra University | Kurukshetra Institute of Technology and Management | 2011 | 64.97% |
| 12th | C.B.S.E | D.A.V Public School | 2007 | 61.34% |
| 10th | C.B.S.E | S.I.S Academy | 2005 | 75.07% |

**ACCOMPLISHMENTS**

* Got Award of Recognition for the year 2016 as Rising Star in HCL Technologies.
* Got best performer award for the year 2017 by the client in HCL Technologies.

**STRENGTHS**

* Persevering, Confident for doing hard work.
* I am a dynamic self-starter who thrives under pressure, and I take pride in ensuring accuracy in everything I do.
* Versatile Team player , Self-starter, self-motivated and quick learner.

**Key Competencies:** Good communication skills, Quick Learner, Proactive attitude.

**Personal Details**

Name : Ishan Chawla  
 Date of Birth : 19-April-1990

Father’s name : Anil Kumar Chawla

Languages Known : English, Hindi, Punjabi

**DECLARATION**

I consider myself confident of my ability to work in a team as a responsible team player with support and co-operation. I hereby declare that the information furnished above is true to the best of my knowledge.

**Date:**

**Place: Ishan Chawla**