Nikhil Pranesh Pujar

Cell: (+91)-9916096230, E-mail: nikhilpujar@hotmail.com

#### CAREER SUMMARY

* Work Experience – Total above 9+years as Incident Manager,Manual Tester and   
   Project Administrator
* Diploma in Computer Science – Board Of Technical Education Bangalore
* **ITIL V3** Foundational Certified
* **IBM AGILE & Block Chain Certified**

#### WORK EXPERIENCE

**CLI3L e-Services Limited:**

**Company Profile**: The Entire Spectrum of Business Process Outsourcing (BPO) Services such as Customer Care, Technical Support, Transaction Processing/Back-office and Risk Management/Collections Services. the Entire Spectrum of Business Process Outsourcing (BPO) Services such as Customer Care, Technical Support, Transaction Processing/Back-office and Risk Management/Collections Services.

**Technical Support Representative (AOL UK)**

**Nov 2004 – Sep 2005**

**Roles and Responsibilities:**

* Handled Technical Calls for AOL UK broadband customers.
* Was nominated as a SME to assist call taking agents.
* Was responsible for checking ticket documentation.

**Company Profile:**

**IBM India Pvt Ltd:**

**Company Profile**: IBM India has now grown to an extent where it poses a stiff challenge to homegrown Software companies of India in IT global delivery and manpower attraction/retention. It now operates the following business lines from India which contributes to worldwide IBM in a global delivery framework: India Software Labs (ISL), India Research Lab (IRL), Linux Technology Center, Global Business Services(GBS), Global Technology Services (GTS) formerly known as ITD-GD (Information Technology Delivery - Global Delivery), Global Business Solutions Center (GBSC), Sales & Distribution (S&D), Integrated Technology Services (ITS).

**Senior Technical Support (Avaya)**

**Sep 2005 – April 2007**

**Roles and Responsibilities:**

* Handled Technical Calls for Avaya Employee’s.
* Have been instrumental in reducing the tickets which had been misrouted

which was cause of concern to Helpdesk.

* Was nominated as a SME to assist call taking agents.
* Was responsible for checking ticket documentation.
* Handled Critical Incidents and followed up till the incidents were resolved.
* Was Rewarded as Top performer for 6 months
* Was Rewarded as Customer Delighter for 3 months

**Quality Analyst ( Learning Content Development)**

**May 2007 – Sep 2009**

**Description:**

This project was for AT&T sales and Representative for order processing and CRM.

The developer used to design the WBT using a XML generator Tool and I used to verify the WBT’s would meet the client requirement as per the standard set by the client.

**Roles and Responsibilities:**

* Actively participated in Reviews and design of test cases
* Responsible for Executing the test cases
* Involved in interactions with developers during Defect Analysis
* Involved in RCA reporting

**Incident Manager (Vodafone Telecom)**

**Oct 2009 –Nov 2012**

**Key Responsibilities:**

* Executed the Incident Management process tasks in adherence with global and local requirements.
* Coordinates and manages the Incident Management process activities globally.
* Escalates risks and issues to the Incident Management Process Owner.
* Was responsible for the complete process adherence and handling of incidents according to SLAs.
* Never missed the SLA set for Incident Management team.
* Was responsible for handling P1 incidents and escalating to Major Incident Manager when it becomes a Major Incident.
* Generated trend Analysis reports for Incidents.
* Performs incident management, service restoration, and/or change verification activities.
* Assess and confirm full business impact of incidents.
* Took ownership of Incidents end to end, co-coordinating the appropriate response and driving rapid resolution
* Provide d world-class communication, to ensure all stakeholders are engaged in Incidents are kept up to date on progress.
* Actively involved in Quality Check for the updates provided by the resolver team.
* Problem management monitored and tracked the progress of the problem.
* Reviewed the efficiency and effectiveness of proactive problem management activities.
* Supported Problem Management reporting (KPIs and customer SLAs).
* Was responsible for the complete process adherence and handling of problems according to SLAs/OLAs.
* Was accountable for the delivery of Root Cause Analysis and problem resolution within given target duration.
* Was responsible for acting as an escalation point to expedite problem resolution.
* Was responsible for providing regular feedback to the Problem Management Global Process Owner.
* Ensured that the necessary reports (e.g. RCA, Post Implementation Review, etc.) were delivered.
* Ensured quality and updation of Known Error record and the Knowledge Database.

**Manual Tester (IKEA )**

**Dec 2012 –Jan 11th 2013**

**Description:**

IKEA is one of the largest Retailers in the world. It has been operated in most of the countries. TIM Client is where the entire Invoice is processed in IKEA.

**Key Responsibilities:**

* Write test cases based on requirements/Solution Design Specifications of TIM
* Create test data based on requirement/Solution Design Specifications of TIM
* Implement and execute the tests according to test plan.
* Report defects and follow-up on individual defects.
* Report Test Results & Documents executed tests.
* Involved in Regression, and System Testing
* Used SOAPUI for Testing Webservices

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**Project Administrator**

**Feb 2016 –till date**

**Key Responsibilities:**

* Ensuring Schedule and effort are being tracked and monitored. In maintenance Project Ensuring SLA/SLO objectives are met and Developement projets mile stone targets are met.
* Ensuring delivery metrics are met and submitted on time with zero delinquency as per process requirements
* Effective Utilisation matching declared targets
* Effective utilisation of the ressources with the right assignements
* Provide inputs on the Scheduling data to the management
* On time assignement of the Customer Support Requests with in the 24 hrs turnaround time
* For fast/crash path works need to make sure that SLA is met
* Provide Process related suggestions / solutions to improve Project related activities
* Mentoring to junior / new team members. Knowledge Transition within the team for existing Team Member or to New Joinee.
* Proactive Suggestion / Improvement to make the Knowledge Transition more effective
* Promote a culture of team work and knowledge sharing within and outside the team
* Timely reporting and tracking of risk and issues
* Develop good working relationships & maintain communication with stakeholders/vendors at all levels and manage expectations
* Effectively lead/coordinate with project team members
* Control variances through root cause analysis and correction.
* Professional Effectiveness:
* Ensure we have correct level of skill needed for project and plan for the closure of GAP
* Regular status reporting& Proactive escalation and risk management
* Promote new ideas / innovations and presentit to the account leadership team
* Support staffing requests, rotation, roll-out
* Support in operational metrics likeutilization, forecast, resource/capacity planning etc.,
* BenchMetrics:
* Forecast the Bench Hours as Requested by the Account team
* Ensure accuracy on Bench Hours while submitting the Same to End Customer
* Proactive effort to find the areas of work, Cross training
* Work towards effective Bench Mitigation
* Proactive involvement during Releases and Deployments.

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| EDUCATION |

**ANJUMAN-E-ISLAM POLYTECHNIC COLLEGE -GADAG**

Diploma In Computer Science-Nov 2003 – 51 %

**C D O JAIN ENGLISH MEDIUM SCHOOL, GADAG**

S S L C-, 1997 – 61.60 %

**Technical Skills:**

* SQL Developer- select queries
* MS Office
* VB
* Oracle
* Microsoft Project Planner
* Basic Unix Commands
* Citrix
* HPSD (HP Service Desk)
* iRemedy

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| PERSONAL INFORMATION |

Address: #98 S1 Swati Parameshwari Apt 3rd Main C I L Layout Sanjaynagar Bangalore- 560094

Date of Birth: 29-November -1981

Gender: Male

Marital Status: Married

Passport No : G9107515