Prashant Jaywant Pangale

Operation Manager at Quess Corp Limited. Mumbai

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Quess Corp Ltd.   **July 2018 till Date**

Operation Manager for Accelya Kale: - Team size 25

Responsible for the smooth functioning of the infrastructure and operational environments including the network infrastructure, server and user computer operations.

- ✓ Responsible for Service Delivery and AMC for End User & L1 support for DC.
- ✓ Implemented Call flow process for Call management and closer as per cline policies.
- ✓ Monthly Review meeting with Client and team for Progress & Challenges.
- ✓ Weekly Team Review meeting for call Management.
- ✓ Mange Escalation and provide immediate response as per SLA.
- ✓ Manage Attendance of Key team Member.
- ✓ Check Daily Report of call logging in sapphire tool.
- ✓ Responsible for ATP incident Closer Share by ISMS Team.
- ✓ Responsible for Symantec End Point Compliance management.
- ✓ Responsible for DC, WSUS and other Servers Management.
- ✓ Manage Service Desk team, VIP Support, L1 Server Engineer Team and Team Leader.
- ✓ Resource management, appointment, attraction within P& L.
- ✓ Taking care of Team Welfare, Training and Team building.
- ✓ Create SOP and Run book For KEDB.

Trimax IT Infrastructure & Services LTD.   **September 2012 to July 2018**

In-house Datacenter

Team Leader service delivery / Primary Incident Manager

- ✓ Monitor Received Alerts on mail thru Monitoring tool of NOC team and Data Center team.
- ✓ Log incident in ticketing tool regularly updating the relevant stakeholders, through emails and phone, apprising them of the status of critical and high priority incidents. Join and chair bridge calls for resolution of critical and major incidents
- ✓ Represent incident management & service desk team at the change meetings. Coordinate with Release Management team during implementation of changes. Updating the knowledge base with the solution provided on various incidents.
- ✓ Handling RCA call with Customer and updating team on the same.
- ✓ Driving an incident to resolution through support engagement.
- ✓ Coordinate with Dc or Noc support team and client for the Resolve incident within SLA.
- ✓ Ensure proper procedures escalation are followed and correct support teams are engaged.
- ✓ Acting as an escalation point where difficult or controversial calls are received.
- ✓ Handling Major outages and ensuring quick resolution
- ✓ Providing Inputs for problem management.
- ✓ Manage facility Vender for support Datacenter Services. Eg UPS, Rodent & Smoke Devices.

Projects lead for in-house infrastructure

- ✓ Implementation of Ticket in tool for Day to day Call Login process.
- ✓ Implementation of Domain Infrastructure for Trimax.
- ✓ Implementation of WSUS Patch management Infrastructure for Gujarat Gas.
- ✓ Trimax HO Datacenter Cable Restructuring Data and Voice with vender.
- ✓ MacAfee Agent Implementation around the **Trimax Location.**

Projects Undertaking

Gujarat Gas
Service delivery lead

- ✓ Daily Review Meeting On Pending Ticket with Team members and GGCL IM Team (FME, Server support Network Support)
- ✓ Monitor Ticketing tool for assign ticket to Sever and network L3 and resolution through support engagement. Involved Trimax DC Support in case of Incidents.
- ✓ Coordinate with Trimax Datacenter or Noc support team and client for the Resolve incident within SLA.
- ✓ Ensure proper procedures escalation are followed and correct support teams are engaged.
- ✓ Involve Venders and follow escalation matrix in Incident Like Server Bled Ram Problem (HP)

Marcura (shipping companies and port agents)
Team Leader: - Team Size 6

- ✓ Coordinate with venders for implement Rodent, FMG gas kit, fire detect and smoke detect alarm device at DC.
- ✓ Coordinate with venders for Deployment of Server, switch, Nuc's, Rack , Lcd TV, VC devices
- ✓ Coordinate with DC Support team in Dubai for Domain configuration and User Profile migration for **Marcura India.**

Pogility (Siemens Enterprise)
Team Size 6 (Vender Dell)
- ✓ Monitor Server support Team's Day to day Activity and report with client,
- ✓ Coordinate with Vender for Licenses, Hardware and engineer schedules as per the project plan.
- ✓ Share the daily report and weekly progress report of project with client.
- ✓ Manage Day to day DC Oppressions.

Kolte Patil & Montecrlo (VC Devices Configuration and installation)
VC Support Team 4 and On Field 4
Make Sure VC Devices deliver at Location as per Clint Requirement and assign engineers to configure and installation for the with testing and consolidate report after installation.

Serco BPO – System administrator   October 2005- September 2012

Serco Global Services is a large global Business Process Outsourcing player, committed to delivering our client's strategic goals and helping in enhancing, broadening, and deepening the relationship to add value.

- Working in The NOC of Sparsh BPO Services and provide Wintel Support around the Sparsh Location.
- Responsible for implementation & creation of CRs (Change Requests); Image, Patch & Package Management.
- Updating the system with improved & latest technological tools to increase overall productivity & efficiency.
- Managing call logs, vulnerability watch, Antivirus updates server log check.
- Documentation, preparation & escalation of reports for each process.
- Able to represent WPS software capabilities to clients.
- Managing FTP, Internet Security Acceleration (ISA) Server for a client.
- Interact with Avaya Team and Aspect team to get Intensive to Resolved Problem.
- Interact with Service Providers In link's related Problem.(ISDN and PRI)
- Interface with clients to understand their software needs and troubleshoot issues.
- Provide support and recommendations for client initiatives.

Individual Projects Undertaken SERCO BPO

Data Center Infra IT & Non IT Setup (Vadodra)
Serco   **March 2012 – June 2012**
Team Size 12
Data center built-up with operational Area functional with system in given timeline.

Infrastructure setup for LG and King Fisher Call center
Infovision Group   **October 2005 – March 2006**
Team Size 12

HCL Info system limited – Frontline   **April 2005 – October 2005**   System Engineer
Beltronic Consultancy, Thane   **October 2004 – March 2005**

Professional Certifications
* ITIL V3 – Certified
* CCNA - Certified
* MCP- Certified
* Data Center Infrastructure & Maintenance – Trained
* Exchange – Trained
* VMware hyper V– Trained

Achievement: - Best Performance award form Serco on basis of feedback provided by Clients. – Serco

Management and Technical skills
- ITIL Base service management.
- Project Management and Transition
- Datacenter built-up and Operations.
- Team Management
- Vender Management.   .
- Coordination with service providers.
- Wintel administration.
- Server, EPBX and Dialer Administration.

ACADEMIA: Commerce graduate B.Com in the Year of 2004.

Personal Details

DATE OF BIRTH: 3rd December, 1982   PASSPORT NUMBER: H6403549
HOBBIES: Listening Songs, Trekking and campaigning   REFERENCES: Available on Request

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