PRAGYA PANDEY

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PROFESSIONAL SNAPSHOT

- 4+ years of experience in different IT verticals (Governance, Service Delivery, Compliance & Audit Management) in Telecom Domain
- Presently associated with Wipro Ltd, as Service Level Manager
- Experience in transition to Operations, owning end to end delivery and post migration service assurance
- Facilitate actions, responses, and integrated resolutions for various issues by bringing the key players together
- Establish and monitor key risk indicators, as well as evaluate the effectiveness of corrective action plans to mitigate risks
- Proficient in Customer & Partner relationship
- Negotiating, influencing, and gaining commitment from Client and internal stakeholders
- Ability to co-ordinate and consolidate information from multiple sources
- Merit of creating/ streamlining dashboards that resulted in effective & efficient communication of the required information
- Good understanding of ITIL processes like change Management, Incident Management and Service Level Management
- Hands on experience in working on Excel

EMPLOYMENT DETAILS

Since Aug'15: Wipro Infotech Private Ltd., Gurgaon

Since Mar'16 – July'18
Account Name – Telenor India

- Ensuring various aspects of IT governance to smoothly run the account
  - Contract Compliance
    - Digitization of Contract: Annexure, Schedules, Amendment in to Excel , Categorize them and prepare Compliance
    - Advised to customer for the contract which become Stale/Obsolete
    - Amend Contract as per current scenario in projects
    - Ensure Compliance on Contract Deliverable, Meetings and Reports and submit report to customer and Senior Management on monthly basis.
    - Advise Sourcing team to maintain Resource in project as per the contract Requirement.

  - Change manager
    - Monitor changes to be deployed successfully with their schedule adherence
    - Chair CAB "Change Advisory Board", ECAB "Emergency Change Advisory Board" & PIR "Post implementation Review"
    - Managed the Internal & External Audits of Change management Process and ensured no high or major observations

  - Staffing Manager
    - Suffice account resource requirement
    - Overall Headcount Management
    - Profile evaluation, Functional interview, Onboarding & deboarding process
    - Handled Internal & External Audit of Staffing process

  - SLM
    - Initiate, create, define, implement and ensure the compliance & adherence to Service Level Management
    - Initiate, create, define the Service level Credit / Bonus calculation and implement
    - Initiate, create performance management & reporting mechanism and implement
    - Review of SLA Performance Reports & Base data, carrying out audits with business, audit points closure with business and partners, review of SLM process & catalog updation
    - Managed the Internal & External Audits of Service Level management Process and ensured no high or major observations
  - Implementation of Improved ITIL processes
  - General management
- Defining and strengthening the SLM process for the account

- Facilitated session for domain awareness
- SLA Catalogue Finalization and sign off
- Service Credit calculations, negotiations and sign off with Client
- Maintaining and updating the Risk register for the account
- Liaison with Application and Infra teams to get the various action items logically concluded
- Strengthening the IM/PM process to ensure identification and fixation of the root cause
- Initiated the KPI's for key ITIL processes
- Initiated a comprehensive IT dashboard to give a single snapshot of IT systems performance

From Aug'18 – Till date
Account Name – Airtel Africa

SLM Implementation of SLA framework linked to business outcomes
- Creating and Negotiating Service Level Framework (Including Bonus, Penalty) with Business and Vendors
- SLA Catalogue Finalization and sign off
- Negotiation with client to get the SLA Sign off
- Service Now implementation
- SLA Automation
- Responsible for maintaining and auditing ITIL Processes for the account
- Audit Management- IT SPOC for audit
- Strengthen the Change Management Process
- Digitization of contract: Annexure, Schedules, Amendment in to Excel, categorized them
- Ensure compliance on deliverable, meetings and reports and same submit to customer on monthly basis.

PROFESSIONAL ACCOLADES

- Extramiler Award from CEO of Airtel in 2019
- Individual Special Recognition Award from CEO of Airtel at client side in SLA Process in 2019
- Significant Performer Award in SLA Process in 2019
- Represent Wipro from Service Management in external Audit for Airtel.
- Represent Wipro from Change Management & Service Management in external Audit for Telenor.
- Best Performance Award from Customer at client side (Airtel) in 2019
- Significant role player to improve SLA achievement from 33% to 100%
- Best Performance Award at client side (Telenor) in 2017
- Inspiring Performance Award at client side (Airtel) in 2019

ACADEMIC DETAILS

- MS from BITS, Pilani in 2019
- BCA from Banasthali University in 2015

PERSONAL DETAILS

Date of Birth: 11th October, 1995
Languages Known: English and Hindi
Address: D-33, Chhatarpur Enclave Phase 1 -110074
Married: Yes