**Anusuya. A**

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| ***Contact #***  Mobile: **+91 9940502519**  e-mail: **anandhanumala@gmail.com**    ***Certification***   * ITIL V3 Foundation * Completed ASCENT – TCS Leadership program     ***Technical Exposure***   * ***Operating System*** * Windows 7 * Windows 10 * ***Tools*** * Service-Now * Mobileiron * Safenet Token/MobilePass * Office 365 * Mobileiron     ***Educational Qualification:***   * ***BCA, Bharathidasan University*** |

**Objective:** To attain a challenging position by applying my current experiences of 8 Years in the field of Service Desk with new leanings and to work towards organizational also to improve personal goals for excellence, seeking to leverage my technical and professional expertise to grow in the new role at your company.

**Primary Skill:**

Leading Service Desk operations and L1 technical knowledge on Desktop and Mobile Devices. Managing the Halyard Health Care Technical Service Desk team as Lead, Quality Analyst, and Knowledge Base Administrator. Assisting the Service Desk Engineers to improve their Technical troubleshooting and Communication skills.

**Professional Experience:**

**Tata Consultancy Services** **Sep 2011 - Till date**

**Designation:** IT Analyst. **Relevant Exp**: 8 Years

**In the present role:** Service Desk lead

**Client 1: Halyard Health Care**

**Responsibilities**:

* Leading Service Desk to assist Service Operations in maintaining service delivery quality through direct assistance in Process, Quality analysis & assessments team. Also working as Quality Analyst (Technical & Soft Skill) and Knowledge base administrator.
* Playing a role of Escalation/Incident Manager by handling any priority incidents which receives to Service Desk team.
* Attending client meeting to provide all kind of updates from Service Desk in every Daily, Weekly & monthly call.
* Provided Service Improvement Plans directly to client in mode of cost cutting and make the service better.
* Finding area of improvements by attending client meetings and SPOC meetings with other teams and providing trainings to my team on the same.
* Preparing Shift roasters for my team as per the call arrival pattern followed in ITIS sector. Ensure adequate coaching, training or development opportunities to the current team members.
* Providing all kind of training (Technical/Process and Communication) to New hire, working on On-boarding and Off boarding process for any employee joining/releasing from team.
* Giving ITIS process training for all the new joiners.
* Doing the quality audit of Call/Chat/Email/Self-Service handled, ticketing documents and the technical troubleshooting done.
* Responsible for troubleshooting and maintaining overall Service Desk operations to attain the Client target.
* Ensuring process & quality input provided to management/client for operation staff Annual Reviews & performance appraisal process.
* Excellent verbal and written communication skills, including creation of technical documentation as a knowledge Base article.

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| ***Strengths***     * Coordinating team and conducting meetings to provide the latest updates. * Good communication with proper accent in all over globe. * Fast Learner and keen ability to grasp new and challenging technology.   ***Trainings:***   * SCCM Intermediate * Intune   ***Languages Known***   * Tamil * English |

**Client 2: Kimberly-Clark Corporation**

**Responsibilities**:

It is an American Multinational Personal care corporation that Produces paper/tissue-based consumer products all over the world.

* Supported Kimberly-Clark Corporation users with IT, Mobiles, Hardware and Application Issues.
* Handle Priority calls as a Communication Escalation Manager.
* Sent Incident Alert Mail to affected Region and to Business partners from SharePoint Communication Outage portal.
* Conduct Bridge calls with all technical teams and incident manager as a communication Escalation Manager.
* Conduct Meetings with Level 2 teams once in 2 weeks to discuss technical base queries or updates to achieve SLA and KPI.
* Add/update Knowledge based Articles in a SharePoint–Vault.
* Configuring and troubleshoot e-mails/KC Applications in Mobile Phones (iPhone, iPad and other android devices)
* Restoring files/folders which were missing by end user via Comm-Vault.

**Client 3: Michaels (Arts, Crafts & Framing)**

**Responsibilities**:

It is the 2nd largest Arts and Crafts store in US and Canada with more than 1200 retail stores. Supported Michaels and Aaron Brothers' Stores & Corporate users with IT, Hardware & Application Issues.

* Handled end users through Call, Email and chat as a single point of contact to help their software and hardware related quires.
* Analyzes system logs and identified potential issues with computer systems.
* Performed routine audits of software and systems.
* Worked as a Quality Analyst of monitoring other peers work and score them.
* Add, remove or update user account information, resetting passwords etc.,
* Ensure infrastructure network is up and running.

**Declaration**: I do hereby declare that the information and facts stated above are true, correct and complete to the best of my knowledge and belief.

**Place: Chennai Anusuya A**