

DEVAL AGARWAL

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Skills & Expertise

- Service Now
- Jira
- BMC Remedy
- ITIL
- ITSM
- Agile
- Scrum
- Service Operations
- Project Management
- Service Management
- Service Desk Management
- Incident Management
- Problem Management
- Change Management
- Service Request Management
- Continual Service Improvement
- Ticket Auditing
- PC Auditing
- Process Automation
- Governance

PROFESSIONAL SUMMARY

- A dynamic professional with +7 years of rich experience in managing operations for ITSM oriented service deliveries, encompassing Incident, Problem Management and Request Fulfillment and SLA management based on ITIL best practices.
- Decisive, action-oriented and results-focused with great leadership, insight and execution skills. Offers outstanding talent in identifying quality individuals and developing staff in local and global multi-location settings. Significant experience working in fast paced environments with an entrepreneurial knack for getting things done.
- Consistent in creating solid rapport very quickly with peers, clients, partners, vendors, and staff evidenced by repeated successes, reducing change-related anxiety, developing change champions, and enabling cooperation in the organization.

WORK EXPERIENCE

HCL Technologies Ltd. | Emergent Holdings Inc. July 2020 – Till date Senior Software Engineer

- Coordination of worthy employees for the appropriate task to substantiate employee potential for all the task and work assigned to the team and always tried to put sincere efforts to deliver on time, along with providing result-oriented output.
- Involved in multiple integrated applications from transition phase to steady phase.
- Research and analysis on the complaints.
- Providing information to higher management which includes KPI, PIs, CSAT. Keep all parties up to date on issues until resolved.
- Took over highly problematic client project and resolved prior performance issues, meeting challenging deadline and restoring client confidence.
- Settle Service-related issues which may have risen due to some irregularity in the designed process.
- Worked as spoc for support application among HCL and client
- Worked with product management team (SNOW) to recommend feature enhancement.

Certifications

ITIL® V3 (Foundation) from AXELOS

ITIL® V3 (Service Operation) from AXELOS

ITIL® V3 (Service Transition) from AXELOS
Agile Scrum Master from EXIN

Prince 2 Foundation from AXELOS

Education

Post Graduate Diploma in International Business from Savitribai Phule Pune University

Master in Commerce from Savitribai Phule Pune University

Bachelor in Commerce from Pune University

- Hold accountability for support cases and manage customer expectation as per define SLA
- Working Knowledge of manual testing.
- Achieved the Target/Goal and appreciations from HCL and Client.

HCL Technologies Ltd. | Deutsche Bank
Jan 2020 – June 2020
Senior Software Engineer

- Process delivery liaison, worked in customer facing role
- Worked along with senior management in establishing project governance structure
- Worked on multiple reports as request by management
- Adhoc reports as requested by senior leads on respective KPIs
- Ensure that the programs and portfolios are aligned to operational and strategic objectives
- Worked on resource on boarding, off boarding and related access with clients

HCL Technologies Ltd. | Nokia
Jan 2019 – Dec 2019
Senior Software Engineer

- Managed Tier 1 & Tier 2 for Support portal which was integrated with +50 applications
- Daily engagement with customer on issues, Incident Management
- Responsible for Incident analysis
- Project Transition POC to customer
- Managed end to end problem and change management
- Responsible for respective customer meetings for all the processes
- Pre-CAB Host, ensuring right changes are in track without conflicting or impacting the business

Worked in multiple weekly and monthly reports

- Experience in generating and developing necessary metrics that was agreed with the customer
- SPOC to customer for SLA reports and necessary governance decks
- Experience as reviewer for necessary process documentations
- Worked on Sales Force tools to generate and work on necessary reporting

Atos Global IT Solutions and Services Private Limited | Nokia
May 2013 – Jan 2019

Associate Consultant

- Managed daily activities, issue resolution, and communication across teams to meet client SLA.
- Supported Extended Service Management Center team for 21 Business Services containing +350 Applications.
- Provided appropriate inputs to the incident & problem management process & RCA preparation.
- Helped to drive group chats and bridge calls effectively to resolve incidents.
- Handled conflict situations and help in quick decision while driving incidents.
- Coordinated with different teams geographically in incident Bridge calls for quick and prompt resolutions.
- Providing information to higher management which includes KPI Forecasting, PIs, CSAT.
- Keep all parties up to date on issues until resolved on daily basis.
- Set team direction, developed and monitored individual objectives
- Created timely project status reports with presentation to management on a periodic basis.
- Experience of ITSM tools like Service Now and BMC Remedy ticketing tool.
- Took over highly problematic client project and resolved prior performance issues, meeting challenging deadline and restoring client confidence.
- Worked as change coordinator.
- Reporting of all the application on daily basis 2 times.
- Took daily hurdles for all the applications.
- Done resource management part - onboarding and off boarding.
- Updating of process documents of all documents on SharePoint.
- Done auditing of machines on monthly basis and shared compliance report with

management.

- Update the headcount on monthly basis.
- Achieved the Target/Goal and appreciations from ATOS and Client.