Anusha Tikoo

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OVERVIEW

**Dedicated, Dynamic and result driven professional with 5 years of experience.** My greatest strengths come in the areas of ability to quickly grasp new concepts; in troubleshooting problems; in paying attention to fine details, while understanding how those details can impact the larger picture; and in communicating effectively with others. I also have a wide variety of experience doing systems administration (as mentioned), tech support, research based work and even a little bit of training and team leadership. Proven ability to work great on integrated teams and self-motivated to complete individual projects with minimal supervision.

SKILLS

* **Recruitment**
* **Vendor Management and Coordination.**
* **Proficiency (Application Administration, Support & Development):**

 BMC Remedy ITSM: Incident Management, Problem Management,

 Change Management and Service Request Management.

work experience

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| 1. **Last Employer**

Name of the organization: IonCure Tech.Pvt. Ltd.Industry type : HealthcareProducts : PhytopharmaceuticalsPeriod : 1st Jan 2020 – December 2020Job Responsibility : Project ManagerLocation : Delhi**Key Result Areas:*** Implemented effective sourcing, screening and interviewing of interns as per job roles.
* Assessed training needs and coordinate learning and development initiatives for the interns.
* Implemented performance review procedures to align working of individuals with the goals of the organization.
* Created various report templates for the individuals to report to the management.
* Assisted with planning and developing the vendor management policy, program and procedures.
* Communicating with internal departments and senior management to answer vendor questions and oversee tasks.
* Performed in depth research on the plant and plant based products and formulations useful in fighting Novel Covid virus.
* Documented the research paper for publishing the review paper and book.
1. **Previous Employer**

Name of the organization: Wipro Technologies Limited.Industry type : ITSMPeriod : 11th March 2013 – 28th Oct 2016Job Responsibility : BMC Remedy Application - ITSM (ITIL) ProfessionalLocation : Pune, BengaluruWorked as IT Service Management administrator/developer in co-ordinance with Support, Implementation and Development of BMC ITSM applications like Incident Management, Problem Management, Change Management, Asset Management and Service Request Management.**Projects worked with in the Company:*** MTN Infra Uganda, Novartis: Remedy On Demand (ROD) ITSM Suite support and Pitney Bowes.

**Key Result Areas:*** Handled following responsibilities with respect to BMC Remedy ITSM Product.
* Remarkable experience of administering Remedy ITSM . Providing Application Support. Troubleshooting Critical Degrade/Outage situations and resolving the issues to provide uninterrupted availability of BMC ITSM application to the end users.
* Performing regular Health checks and Server monitoring.
* Outstanding experience in ITSM Data Administration well versed in Foundation Data administration. Implementation and loading Foundation Data using DMT.
* Troubleshooting Incident, Change and knowledge management modules.
* Configuring Approval Mappings, IM/CM/Task Templates etc.
* Brief exposure to Knowledge Management module. Creating, approving and publishing/retiring articles.
* SRD, PDT, AOT configurations in Service Request Management both using OOTB templates and advanced interface forms.
* Development of SRM.
* Having knowledge on designing Forms & views, Fields, Menus. Developing Filters, Active Links, Escalations, Web services etc.
* Customization on Service Request Management modules.
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ACADEMIC PROFILE

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| **Academic Qualifications** |
| Exam | University | Institute | Year | Percentage |
| M.Sc.(Biotechnology) | Bangalore University | Bangalore University, Jnananabharti Campus, Bangalore | 2011 | 67.60 |
| B.Sc. (Biotechnology) | Bangalore University | Garden College, Bangalore | 2009 | 69.10 |
| H.S.C | CBSE, Delhi | M.H.A.C School Nagbani Jammu | 2006 | 60.10 |
| S.S.C | CBSE, Delhi | M.H.A.C School Nagbani Jammu | 2004 | 63.20 |

ACTIVITIES AND ACHIEVEMENTS

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| **Excellence:*** P.G Diploma course from Biotechnology Finishing School in Plant Genetics, Transformation, Genome, Seed and Marker Analysis.
* Quick learning ability lead to my promotion from support to developer role in Wipro Technologies Ltd.
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| **Seminars and Trainings:*** Internship from Met Helix Life Sciences Pvt. Ltd. (TATA Enterprise) on various bio-tech related techniques.
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| **Soft Skills:**Effective Team Player, Flexible, Good Communication Skills, Good Learner, Ability to get the task done quickly. Love to handle pressure situations and possessing Multitasking capabilities. |

Hobbies

Having interest in nature, travelling, trekking, music and a movie buff too.

PERSONAL DETAILS

Date of Birth: 8th Jan 1988

Sex: Female

Marital Status: Married

Nationality: Indian

Language Proficiency: English, Hindi, Kashmiri**.**