CURRICULUM VITAE

K i r a n S h a r m a

Eros Sampoornam, Y2 -1003, Sec-2, Greater Noida West

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**Objective :**

Seeking a position in a progressive environment for handling challenging assignments with prospects for high career growth and opportunities for value addition through Learning and professional development.

**Total Experience:**

8.5 Years of progressive experience in IT Industry.

**QUALIFICATIONS:**

a) Educational Qualification:

* MBA in Project Management from SMU – DE with ‘A’ Grade in 2014.
* BE – CS&E from Rajasthan University with 77% (Hons) in 2004.
* Secured 89.2% in XII from CBSE Board in 2000.
* Secured 77.8% in X from CBSE Board in 1998.

b) Professional Qualification:

* PMP Trained
* CCNA Certified
* ITIL V3 Certified
* SIX Sigma Yellow Belt Certified (HCL Internal)
* Computer Assembling , hardware Maintenance, Repairing and troubleshooting

from STC, Lakshmangarh (Sikar).

**PROFESSIONAL EXPERIENCE:**

* HCL Technologies Ltd (Noida)
* **Profile: Deputy Manager**
* Duration: 13th April 2012 – 30th Oct 2015

**Projects Handled:-**

**Project – Novartis (May 14 – Oct 15) :**

* Worked on Inflight Projects that incorporates:-
  + Scope planning, schedule development, budget and cost control.
  + Technical and operational planning.
  + Strong communication, presentation, analytical and problem solving skills
* Taking care of several projects simultaneously and successfully completed them as per agreed schedule.
* Undertaken projects from starting up to managing to closing process.
* Maintaining clear communication with all the stakeholders.
* Managing and controlling risk, issue and changes.
* Managing cost and schedules to make sure on time delivery within agreed budget.
* Managing various infrastructure projects related to Onboarding of CIs, Migration, Upgradation, Patch Remediation, VBlock remediation etc. for U.S and Switzerland customers.

**Project – FedEx (Feb 12 – April -14) :**

* Handled Transition of ICC track from Memphis, USA.
* Given Offshore KT at Noida - India location.
* Took Care of Resource readiness as per the track requirement.
* Created RUN BOOKS and operational manual as per track functioning.
* Practical training sessions were conducted within the team to achieve the SLA as committed to client.
* Attended and actively participated in client meeting regarding daily reviews, feedbacks and IOC readiness.
* Tools used :-

Event monitoring Tool – HP Open View

Service Management Tool – HP SM / HPSC

**PROFESSIONAL EXPERIENCE:**

* HCL Comnet (Noida)
* **Profile: Shift Lead**
* Duration: 16th Feb 2006 – 1st Feb 2010

**Project – Toys R US (July2008 – Feb 2010)**

1. Worked as **Tower Lead** in DC OPS for the project **TRU (Toys R Us)** and successfully completed an **Onsite Transition (45days) at Parsippany** (New Jersey, USA). During transition, gathered knowledge related to operations, documented and presented the same to client as Playback session for sign off.
2. **Tools used –** Unisys / IBM 390 Mainframe, AS400, Legato, SLS, Backup restores, Unicenter TNG 2.0, EDM, Autosys, ITSM 7.0, Teradata Netvault, SPO, Clarify, Stores Monitoring, Mail Monitor, AT & T Circuit Monitoring, Code Flips and Back up checklists.

**Responsibilities:**

* Recruitment of team members as per the process requirement.
* Providing knowledge transfer to team members via training sessions.
* Preparing team roster as per the shifts.
* Approving leaves / SLAs/ Cabs request etc. for the entire team of 14 members.
* Keeping track of SLAs as per the agreement with client.
* Generating Backup restores, call monitoring and SLA breach reports related to service requests and incidents tickets.
* Attending daily operations meeting with Client. Proper handling of escalated issues and discuss the same with client through RCAs.
* Conducting team meetings for smooth running of operation.
* Keeping track of access lists and issue tracker.
* Setting KRAs for Shift leads and team members.

**Project – Deutsche Bank (Feb 2006 – May 2008)**

* Successfully completed Offshore transition and parallel run of the **DC OPS track**.
* Responsible for overall quality and process adherence of IOCC (Control M, IBM Tivoli and Remedy 7.0).
* Successfully completed Offshore transition of **Release Management**.

**Responsibilities:**

* To manage team of 20 members and motivate them.
* To understand current and future customer needs and accordingly set processes to meet the requirements.
* To create an environment in which people can become fully involved in achieving the track objective.
* To manage resources and activities as a process so as to efficiently achieve the desired goal within the defined timelines. (Process Approach)
* Identifying, understanding and managing a system of interrelated processes which further contributes to the effectiveness and efficiency of the track.
* To apply factual approach to decision making: Effective decisions and actions are based on logical and intuitive analysis of data and information.
* Keep focusing on Continual Improvement.
* Keep on pursue new strategic thinking.
* Focus on prevention and not correction.
* Use of Structured Methodology and balance approach for process improvement.
* To create Stack Ranking, Monthly SLA review and value Add report.

**PROFESSIONAL EXPERIENCE:**

* Houston Technologies Ltd (New Delhi)
* **Profile: Project Coordinator**
* Duration: Since Jul’ 05 – Feb’06

**Job Profile:**

* To provide effective and efficient Service delivery of Projects.
* Handled installation of Unicentre service plus service desk.
* To handle client issues related with Infovista Application through Change Management Process using Remedy tool.
* Streamlined the process of Supply chain management by identifying the loopholes in existing process and rectifying it.
* To handle the escalated issues related to the technical cases raised in JUNIPER, SUN, METASOLV, INFOVISTA and DORADO.
* Managing resources (45 engineers) across all projects and preparing Man Hours weekly Productivity report.
* Conducting and managing onsite and offshore trainings.
* Handled various **Projects**: **MTNL** (through Ericssion), **Spectranet** and **Bharti**.
* Periodic review with the customer to discuss service performances metrics and address any open issues mentioned in project issue log to achieve customer satisfaction.
* Generation of Monthly Service / Breakdown service and Preventive maintenance reports for customer.

**PROFESSIONAL EXPERIENCE:**

* Progressive Computech Services (New Delhi)
* Client : Wipro Infotech (New Delhi)
* **Profile: Call Coordinator**
* Duration: Since Mar’ 05 – jul’05

**Job Profile:**

* Mail Management – Resolve problems of users over mails.
* Account Management – Reset passwords and renew passwords as per the requirement.
* To provide first level support to BPO users over phone.
* Prepare reports related to Calls tracking, mails responded and resources usage.
* To prepare process documents and train new resources.

**Prime Skills:**

Process Oriented, Interpersonal Skills, Quick Learner, and Co-ordination with team members,

Communication Skills.

**Strengths:**

Confidence, Eagerness to learn, ability to mingle with team members, Pragmatic approach.

**Achievements :**

* Received certificate of Appreciation form Novartis for exemplary performance during Transition of the Project.
* Stood **first** in the **Syed Abbas Quality Quiz Contest** organized in **HCL** across the regions.
* Stood **1st** at **District level** in **XII board** examination.
* Recipient of “**SILVER MEDAL**” in **NATIONAL LEVEL** **MATHS OLYMPIAD.**

Personal Details :

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| Husband’s Name **Date Of Birth**  **Contact Number**  **Languages Known** | Mr. Hemant Tyagi  06th June 1983  9910069101, 9818209122  Hindi, English |

**(Kiran Sharma )**