

Junita Aranha

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Service Delivery Manager/Service level manager/Infrastructure Team lead with 8 plus years of experience having a strong understanding of ITIL processes and financial statistics, equipped with excellent knowledge in governing the business-critical changes/incidents/problems and risks. Making sure that the current and planned IT services are delivered to agreed achievable targets. Ability to improve the quality of deliverables and minimize the impact on delivery. I have been associated with two leading IT companies **Wipro Technology** and **Capgemini Technology Services India Ltd**, and working closely with market leaders in IT manufacturing, Media, Retail stores, Colleges, Chocolate manufacturer.

Work Experience

Service Delivery Manager/Service Level Manager/Team Lead Infra - 12/2018 till date
Capgemini Technology Services India Limited, Mumbai

Delivery responsibilities:

- Responsible for infrastructure and process teams of 20 FTEs.
- Contributes and has input in the management of aspects of the day-to-day operations with focus on SLA/KPI attainment
- Assists Operations lead in the management of the service, contributing to the relationship with the clients to ensure a high level of satisfaction.
- Responsible to maintain pyramid, cost control and job rotation in the team.
- Identifying customer needs, service improvement plans, identifying deliverables, and presenting recommendations.
- Sharing best practices and mentoring the team for compliance and adherence to processes across the organization.

Process Management responsibilities:

- Sending global notifications for major outages.
- Coordinate and direct all facets of the **incident management** effort and making sure we do not have any escalations.
- Making sure that the priority incidents are going through the proper flow.
- Leading the **change management** activities within a structured process framework.
- Reviewing the PIR's for non FTR changes.
- Reviewing the RCA document and making sure that 5 whys technique (reactive) and trend analysis (proactive) **problem management** is followed properly.
- Organizing management discussion to curb the incidents from occurring.
- Approving the knowledge articles from the delivery perspective for **knowledge management**.

Financial control and support:

- Has an understanding of how to forecast costs for the relevant project codes;
- Has some input to planning the overall client relationship strategy, concentrating on cost reduction and service improvement.
- Planning/Coordinating for Functional Stack Automation.
- Negotiating SLA exceptions with the client during review meetings.
- Creating ISOWs, requests for project allocation/extension.
- Gives input to regular (monthly) management reports for client.
- Provides analysis, feedback and actions based on trends, root cause analysis and other reports.

Core Skills

- Service Level Manager
- Infrastructure Team Lead
- Service Deliver Manager
- Change/Problem/Incident Manager
- Service Management Group Lead
- Cross function team lead

Certifications

- Yep Lite (Harvard ManageMentor)
- ITIL V3 foundation, ITIL 4 foundation
- DNV – ISO 27001:2013 Lead Implementer
- Safe Product Owner
- Connected Manager
- Safe Scrum Master

Qualification

- M.SC I.T – 2014 (**70.73%**)
SIES COLLEGE, Mumbai
- B.SC I.T – 2012 (**69.34%**)
SIES COLLEGE, Mumbai

Rewards & recognition

- Customer delight
- Customer centricity
- Team Player

Hobbies

- Travelling and exploring new places.
- Listening to Music and Singing

Personal Information

- DOB: 28th September 1991
- Passport number: T5450424

Cross Function Group (Incident, Problem, Change, Knowledge) - 11/2014 to 12/2018
Wipro Technologies, Pune

- Ensured SLA adherence, Meeting the KPI's for all the service modules.
- Following the escalation metrics as and when needed.
- Creating MSR, Bi-weekly reviews for leadership meetings.
- Coordinated with various technical/process teams to meet the KPI.
- Tools used – BMC Remedy, Cherwell, Snow

Incident Management

- Hosted bridge calls with the necessary stakeholders to drive the incident. Engaging the appropriate resources for the calls.
- Sent periodic notifications for priority incidents during priority incidents.
- Remediate deviation of a process.
- P1 review calls, preparing MIR's.

Problem Management

- Responsible for managing the lifecycle of all Problems.
- Reactive problems were solved by 5 whys and proactive by trend analysis.
- Delivered RCA within 5 business days.
- Periodically review effectiveness and efficiency of the process.
- Define and maintain the problem management procedure

Change management:

- Hosted the CAB and TAB meetings and adhered business needs.
- Evaluating the change impact and organizational readiness to limit potential risk.
- Collaboration with technical experts and other project groups to ensure synergy of processes and procedures.
- Complete understanding and handling of the processes and procedures for normal, standard and emergency changes according to ITIL. Lowering of E-changes.
- PIR creation for non FTR changes.

Knowledge management:

- Capture and distill experience and insight for reuse to improve performance.
- Created knowledge articles and was the owner of KMDB.
- Provide internal training and consulting on KM concepts and methodologies
- Plan, develop, stand up, support, and promote collaborative tools and techniques such as communities of practice to facilitate sharing of ideas and work among internal teams and external partners.
- Relate the knowledge articles with the various modules of the ITSM tools.

Declaration

I, hereby declare that the particulars furnished above are true to the best of my knowledge.

Date:

Place: Mumbai

Junita Aranha
SIGNATURE