

DIMPLE. V. SHETTY

E-Mail: shettydimple93@gmail.com

Contact: +91 7899964433

Looking for Service Management/Service Level Management /Data Analysis/Service Delivery Management/IT Operations/Managed Service assignments in Information Technology Management/ IT Infrastructure with an organisation of repute.

Professional Preface

A competent professional with rich experience in Service Management, IT Operations Management, IT Service Delivery, IT Infrastructure, **IBM Cloud Management**, Governance planning and **ITSM tools (Remedy, Service Now)**. Presently working with **Kyndryl India Solutions Pvt. Ltd.**, location, Bangalore India as **Global Lead Service Management**. A strategic planner with expertise in swiftly ramping up critical changes on multiple platforms. Successfully managed & delivered and applied change management in Networking / Containerised /Cloud Infrastructure/ for various clients. Demonstrated abilities in leading and guiding IBM and Kyndryl teams to deliver on critical changes to clients within specified timeframe and as per specifications. An effective communicator with honed relationship management, analytical, problem-solving skills.

Competencies **P**urview

Service Management

- ⇒ Incident Management
- ⇒ Change Management
- ⇒ Problem Management
- ⇒ ServiceNow /Maximo Tool
- ⇒ Policies & Procedures Manuals
- ⇒ Report & Document Preparation

Service Delivery Management

- ⇒ Managing large scale projects / programs of varying complexity.
- ⇒ Leading critical changes at customer site resulting in achieving high customer satisfaction.
- ⇒ Heading changes, Problems to deliver on time with high quality & earned bonuses from the customer.
- ⇒ Defining governance structure, best practices for service management support and documentation.
- ⇒ Analyzing user requirements and statistics to identify trends and resolve performance issues.
- ⇒ Ensuring SLA & process compliance & high customer satisfaction to achieve more business.
- ⇒ Implementation of ITIL framework
- ⇒ Managed the high performing team.

IT Infrastructure Management

- ⇒ Private & Hybrid Cloud Management
- ⇒ Unix/IBM Cloud/Redhat OpenShift/Kubernetes.
- ⇒ Maintaining a multi-platform and multi-location computing infrastructure comprises , switches, routers, desktops, servers and cloud components.
- ⇒ Handling the daily operations to ensure that the changes are successfully implemented and the infrastructure are up & running and as a whole provides a high degree of reliability and availability.
- ⇒ Establishing work priorities to ensure that daily work requirements & deadlines are met.

Network & Platform Management

- ⇒ Windows servers, Active Directory & Messaging (Exchange) server, Monitoring.
- ⇒ Directing all aspects of daily operations to individuals.
- ⇒ Collaborating with hardware and software vendors, system software and applications personnel to provide information and assist in implementing changes.

Employment **R**ecital

Since Sept` 2021 with Kyndryl Solutions Pvt. Ltd., Bangalore, Lead Service Manager

- ⇒ Create and Maintain Client relationship.
- ⇒ Owns and oversee client Commitments.
- ⇒ Create, Maintain and Lead a High Performing team
- ⇒ Managing Client infrastructure remotely.
- ⇒ Done service improvement in Incident, change, & problem management competencies.
- ⇒ Successfully closed and managed Major Incidents encountered in the account.
- ⇒ Worked closely with Service level management team maintain the SLA green.
- ⇒ Managed the reporting (operational & SLA).

- ⇒ Conducted daily governance call for Incident, change, problem and other technical teams to ensure quality services are provided.
- ⇒ Coordinating with sending Geo for service quality and service improvement programs.
- ⇒ Worked with **IT operational Analytics team and designed analytics** for IBM clients.
- ⇒ Identifying and suggesting Standard Changes to all the accounts
- ⇒ Conducting Post Implementation Review on Failed Changes
- ⇒ Identification of cause codes of failed changes and updating Failed Change Database
- ⇒ Hosting & Chairing Change Advisory Board and Emergency Change Advisory Board Meetings
- ⇒ Review change tickets for process compliance and communicating to non-compliance to change owners
- ⇒ Maintaining Forward Schedule of Changes (FSC)
- ⇒ Evaluating and Assessing Change Risk
- ⇒ Ensuring for every failed change the problem is raised and RCA is performed
- ⇒ Provide trainings every quarter to avoid any failed change
- ⇒ Reviewing changes for process compliance before approval and post implementation

Attainments:

- ⇒ Achieved the overall client satisfaction targets. (CSAT)
- ⇒ Achieved very high level of client satisfaction and appreciation
- ⇒ Achieved good score for audit for the Client.
- ⇒ Achieved 30% improvement in Dynamic Automation KPIs

July 2017-July 2019 with IBM India Pvt. Ltd., Bangalore, India as IT Incident Manager

- ⇒ Ensure proper procedures are followed and correct support teams are engaged
- ⇒ Ensure all Severity 1 & 2 incidents are addressed within SLA time
- ⇒ Generate weekly and monthly outage report and share with stakeholders
- ⇒ Review SLA performance and recommend any service improvement plans, if required
- ⇒ Ensuring issues are identified, tracked, reported on and resolved in a timely manner.
- ⇒ Monitoring unassigned and reassigned incidents and take appropriate actions
- ⇒ Performing monthly trend analysis of incidents and share with the delivery managers
- ⇒ Ensure that the RCA is on time for any Severity 1
- ⇒ Ensuring that the RCA is closed on CHIP tool with all the approvals
- ⇒ Ensuring all Automation queue tickets is assigned to correct support team

Attainments:

Introduced better service ITSM procedures.
 Gave technical and process improvement input to the teams.
 Helped resourcing activities by providing induction and training.
 Appreciated for all-round work for service management & service delivery.

Sept'2015 – July'2017 with IBM India pvt Ltd, Bangalore, Global Reporting

- ⇒ Providing technical solutions to clients for Amex which includes working on Windows Based servers
- ⇒ Managed daily, weekly and month end closing reports
- ⇒ Prepared on-demand reports for internal & external auditors and for month-end closings
- ⇒ Worked on reports for Amex GBT Canada, Costa Rica, EMEA and Malaysia regions
- ⇒ Daily, weekly and monthly reports for all the regions
- ⇒ Prepared daily and monthly service desk efficiency and Cost reports for Amex
- ⇒ Analyze data and provided solutions to the management with regards to any changes in the call volumes , server related and software related issues.
- ⇒ Served as analyst
- ⇒ Maintained reports on most of the parameters and provide to the upper level management when required
- ⇒ Maintained communities
- ⇒ Maintained database access levels for people who wish to join the database
- ⇒ Show business trends to the management on how the business is performing

Attainments:

Developed a knowledgebase at customer site
 Streamlined the asset management process, increased the engineer's productivity.
 Introduced better checklist for servers, networks and database.

Sept'2015 – July'2017 with IBM India pvt Ltd, Bangalore, Technical Support

- ⇒ Providing technical solutions to clients for Celestica on -Windows Based computers, server and software related issues.
- ⇒ Password resets on Active Directory infrastructure as per standard procedures of IBM.
- ⇒ Handled outlook and VPN issue.
- ⇒ Good hands-on experience ITSM tools like service now, EHD and Maximo.
- ⇒ Generated reports and created trackers on the severity issues, email support, backlogs, operational weekly and monthly reports for the team.
- ⇒ Imparted trainings on process.
- ⇒ Performed mainframe password reset.
- ⇒ Collaborated with peers, higher management well, conducted training sessions for new hires.

Attainments:

Streamlined induction and training of perssonel
Essayed a stellar role in making improvements.
Successfully handled VPN

Awards & Recognition

- ⇒ Trained on IBM Compliance & Security
- ⇒ Trained on IBM Integrity & Ethical behaviors
- ⇒ Trained on IBM Change Management
- ⇒ Trained on IBM Problem Management
- ⇒ Trained on IBM Incident Management
- ⇒ Trained on IBM Governance (CAB Meetings, Operational meetings)
- ⇒ Awarded and recognized for extending support during critical period.

Education

- ⇒ Bachelor of Engineering Degree from Sahyadri College of Engineering and Management, Visvesvaraya Technological University. Mangalore, Karnataka
- ⇒ Languages Known : English, Hindi, Tulu, Kanada, Malayalam