

**Maheswari.M**

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**OBJECTIVE AND GOALS**

**Profile Summary:**

- ❖ 7 years of experience in IT
- ❖ **SCRUM Master Certified**
- ❖ **ITIL V3 Certified (Foundation)**
- ❖ **ITIL Process**
- ❖ **Worked in respective tools Service Now, JIRA, FLEXERA, QUALITY CENTER, Confluence and Remedy.**

**Educational & Professional Summary:**

M.S. Systems Engineering -2016  
BITS Institute of Technology & Science Pilani, Rajasthan, India.

B.Sc. Information Technology - 2011  
Cauvery College for women, Tamilnadu, India.

**PROFESSIONAL EXPERIENCE:**

organization	WIPRO , TCS , CSS Corp	
Experience in	<b>Disaster Recovery Analyst, Release Coordinator, Datacenter Migration &amp; Asset management, Incident Coordinator</b>	
Duration	Incident Coordinator	2011 December to 2015 December
	Disaster Recovery Analyst	2015 January to 2017 November
	Release Coordinator	2018 September to 2019 March
	Asset management & Datacenter Migration	2019 May to 2019 April

Role	Asset management & Datacenter Migration
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**Responsibilities Handled:**

- Rack and stack of all Dell and HP server type
- Perform installation of network gear, servers taps, and be update the CMDB
- Review and make recommendations for improvements to the software and asset management toolset
- Make recommendations on improvements or cost-saving strategies to the license and asset management process
- Work with software and hardware providers and consulting vendor service providers
- Establishes relationships with resellers and vendors to promote support and advice with software asset management

- Manage agreed interfaces with the Change and Configuration Management team and other users of the CMDB
- Assist in the creation and maintenance of network and datacenter diagrams and detailed site Documentation

Role	Disaster Recovery Analyst
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**Responsibilities Handled:**

- Ability to influence others
- Excellent Communications
- Knowledge of how to execute a disaster recovery test under various recovery methods (active/active, active/passive, etc.)
- Exceptional interpersonal skills with a demonstrated ability to gain the confidence and respect of senior executives
- Strong analytical, Organizational, and decision-making skills
- Self-motivated and detail oriented
- Business impact analysis (BIA) and Disaster Recovery Plan(DRP) gap analysis creation and documentation experience
- Working with SME's (Subject matter experts) and generating disaster recovery plans
- Working with various teams throughout the organization
- Conducting simulations and test runs of system disruptions in order to revise and refine plans
- Directing and coordinating associate efforts to formulate disaster recovery plans
- Investigating and selecting locations for off-site storage of data and backups
- Key participant or lead projects associated with the design, implementation and maintenance of Disaster Recovery/Business Continuity

Role	Release Coordinator
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**Responsibilities Handled:**

- Work with Release Managers, Engineers, and Operations staff to move towards standard release management practices
- Assist with defect triaging, tracking, and resolution and influences improvements to the processes
- Working knowledge of a ITIL Life Cycle
- Proficient in SharePoint, excel, power-point, ITIL framework
- Work with Change Management Engineers to understand impacts of branches and code merges
- Highlight areas where teams have weak Release Management practices and assist them with ways to strengthen them
- Work with change management to coordinate and schedule the release of defects / change requests into PROD

Role	Incident Management
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**Responsibilities Handled:**

- Ensuring all Incidents are undergone with Triaging & got assigned to concern team on first assigning.
- Tracking & Monitoring the Incidents based on the Priority Severity levels to avoid the SLA breaches.

- Handling the escalated Incidents & ensuring that are get closed within the 1st level of escalation matrix.
- Sending invite mail to all the required Leads, L3 teams and testers on regular basis to join the war-room bridge and to make the Incident progress.
- Mentoring the team members to handle the Incidents based on the Severity & Priority levels. Preparing Incident reports and developing presentations for weekly & monthly SLA reviews.
- Responsible for the team achieving the SLA Targets.
- Tracking engineer's attendance & Roaster management for month view.
- Preparing Standard Operating Procedure documents & knowledge sharing within teams & new comers.
  
- Handling Incidents using Quality Center tool.

**Extra-Curricular Activities:**

National Player in FENCING game  
 Classical Dancer  
 Art of Living Volunteer (Yoga)

**Personal Details:**

Marital Status	: Unmarried	Nationality	: Indian
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