

**PRADEEPA H V**

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### Carrier Objective

Looking for a challenging role in a reputable organization to utilize my ITSM, ITIL, People Management, Service delivery, Data governance, Statistics, Data analytics, Data visualizations, Agile & Scrum methodologies, SLA management, Quality management, ITOM, Problem solving, Technical, Service reporting, Azure Devops, Cloud concept, Audits management, Clients management, Automation opportunities, Power BI, Service Now and People management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

### Certifications

ITIL V4 Foundation Certification (ITSM)	Axelos
Microsoft Power BI Data Analyst Associate (PL-300)	Microsoft
Microsoft Azure Fundamentals (AZ-900)	Microsoft
Microsoft Azure Data Fundamentals (DP-900)	Microsoft
Microsoft Power Platform Fundamentals (PL-900)	Microsoft
Google Analytics for Beginners	Google
Nexthink Infinity Fundamentals	Nexthink
Nexthink Experience Associate Certification	Nexthink
Nexthink IT Supporter Certification	Nexthink
Nexthink Administrator Certification	Nexthink

### Courses

Power BI	ITIL Foundation 4	Data Governance	Business Intelligence
Tableau	Project Management	Data Analysis	Scrum Methodologies
Service Now	Quality Management	Data Visualizations	Agile Methodologies
MS SQL	Quality Control	Azure Fundamentals	Nexthink Basics

### Technical Skills

ITSM	Quality Management	Data Management	My SQL
ITOM	Service Now	Project Management	Azure DevOps
Statistical Analysis	Power BI	Tableau	Cognos Reporting Studio
Scrum Methodologies	SLA Management	Problem-Solving	Data Governance
Service Reporting	Advanced Excel	Operations Excellence	Quality Control
Data Analytics	People Management	KPI Management	Audit Management

### Professional Summary

8.5 years of working experience in ITSM, ITOM, People management, IT Service delivery & Clients management Skilled in People management, Problem solving, ITIL process, Quality management, Stakeholders management, Statistical data analysis, Agile Scrum methodologies, ITSM, Data governance, Business intelligence (Power BI, Cognos, Tableau), Service Now, Advanced excel, Nexthink, Project management, Audit management, Service & Management reporting, Data analytics, Data visualizations, Identity & access management, Quality analysis, Quality management, Digital workplace platform, Cloud concepts, Azure DevOps, SLA management, KPI reporting, Clients management, DEX & XLA.

Strong Data Analytics & ITSM, ITOM, IT Service delivery with a BE - Bachelor of Engineering focused in Electrical and Electronics Engineering from Visvesvaraya Technological University.

- Closely worked with clients for smooth operations
- Experience in handling EMEA, APAC, LATAM, German, UK, USA clients
- Interacting with clients on daily basis through meeting, chat, emails

- Actively contributed for increasing the revenue of the projects
- Good exposure in Agile Scrum methodologies, Project management, ITSM, Azure DevOps (ADOs)
- Trained new joiners, team mates on various process and task
- Focused on offshore, onshore clients & delivered statistics reports, agreed solutions
- Delivered the agreed task seamlessly within agreed deadline
- Actively contributed for process improvements
- Adhere to ITIL process & good knowledge in cloud concepts
- Good at managing a team and individual contributor as well
- Developed complex Power BI dashboards for clients & top-level management
- Analyzed the data and identified root cause for various customers issues
- Played an improvement role in making business decisions
- Maintained good SLA records and involved in improving the SLA of the project
- Worked on ticket audits, ticket handling, ticket analysis
- Delivered monthly Ops reports with clients and top-level management
- Good at stakeholder relationships and management
- Dedicatedly worked with top management and leaders, maintained good relationships
- Involved in tickets sampling, process audits, quality check and quality analysis on daily basis
- Focused on data analytics, data governance, data visualization, statistics, insights & provided automation opportunities
- Improved the organization's position by helping to solve the problems/issues
- Focused on improving the customers experience by boosting quality mindset
- Focused on improving the digital employees experience & digital platform
- Excellent in problem solving, people management & incident management.
- Conducting research, surveys, and interviews to gain understanding of the business analyzing statistics
- Continuously worked on implementing continuous service improvement, process improvement
- Making recommendations for improvement by analyzing the tickets/use cases and presenting findings to client
- Accountable for people management, project management & implementing agreed solutions
- Worked on development of KPI, SLA dashboards for clients, stakeholders & top-level management
- Focused on improving FCR, SLA, KPI, GPI, DEX, XLA, CSAT, DSAT, MTTR, NPS score, response rate, actor score, process score & continuous service improvement
- In-depth knowledge on building, publishing customized interactive reports, dashboards using Service Now, Power BI, Advanced excel, Tableau server and creating, scheduling reports in Cognos
- In-depth knowledge on ITOM, Data analytics, Data governance, IT service delivery, ITSM, Identity & access management, SLA management, Quality management & Audit management
- In-depth knowledge on Power BI, Cognos Reporting Studio, Tableau, Service Now, Advanced Excel, ITIL
- Results oriented leadership with background on Project management, ITSM & Data management
- Impressive knowledge of data management, statistics, insights, data visualizations & data analytics
- Interpret data from primary and secondary sources using statistical techniques and provide ongoing reports
- Performed daily data queries and prepared reports on daily, weekly, monthly, and quarterly basis.
- Accountable for providing the solutions to the clients, leaders to take the business decisions by investigating, reviewing, analyzing incidents, raw data, used cases & Power BI reports

## Accomplishments

- **ATOS** leadership team had recognized me for proving **automation opportunities** to reduce incidents
- Recognized by **ATOS PXC R&D** leadership team for developing complex Power BI dashboards
- Actively contributed for improvements of KPI, FCR, SLA, XLA, DEX, CSAT, DSAT, NPS
- Received peer recognition of the quarter from client **Computacenter** for achieving 100% SLA
- Received rewards from (**Microland**) Team Lead & Manager for report automation, on time reporting with 100% accuracy and consistent performance in access management ticket handling
- Received Quarterly rewards and recognition (RNR) from **Microland** for
  - Key role in Cognos data warehouse migration from Oracle SQL to MS SQL Platform
  - Key person for handling Access Management
  - Timely manner and has ensured the access management SLA is at 100%
- Received "Extra Mile" for report automation from client **Computacenter**
- Received "Best Performer" from client **Daimler** for migration of 500+ Cognos reports from Oracle to MS SQL platform.

## Professional Experiences

Company	:	Cigniti Technologies Limited
Designation	:	Senior ITA Engineer
Duration	:	September 2023 to Present.
Project	:	Northern Trust (SQM-ITA)

## Roles and responsibilities in project

### Testing Validation, Automations, Azure DevOps

- PowerShell scripts executions, preparations activity, other pre & post validation scripts executions
- Validation and execution of Test cycles, Test plan, Pre-check & Post-check
- Infrastructure management, Software quality management, Infrastructure testing automation
- People management, Team handling, Tasks assignments, Task management, Shift tracker management
- BAU activities, Azure DevOps, ADOs, Power BI

### ITSM, People Management, IT Service Delivery, Client Management

- ITSM, Service Now, SLA management, KPI management, ITIL process, ITOM
- Data analytics, Data validations, Quality management, Quality analysis, Quality review
- Client management, Client engagement, IT service delivery, Service reporting

## Professional Experiences

Company	:	ATOS Global IT Solutions
Designation	:	Consultant
Duration	:	January 2022 to June 2023.
Project	:	Ernst & Young: Proactive Experience Center & (PXC R&D)

## Roles and responsibilities in project

### ITSM, ITOM, People Management, Project Management, IT Service Delivery, Agile Scrum Methodologies

- Actively contributed for increasing the revenue of the projects
- Created multiple ADO, EPIC, feature and task in Azure DevOps for automation opportunities
- Recommended 50+ automation opportunities based on the use cases and executed successfully
- Recommended to create new knowledge base articles (KB/KBA) based on the use cases
- Accountable for providing statistics on KPI, GPI, FCR, CSAT, DSAT, NPS, SLA, XLA, Incidents SLA for 30 min, 24 Hours, 7 days and provided the improvements plans
- Focused on improvement opportunities for FCR, SLA, KPI, GPI, DEX, XLA, CSAT, DSAT, NPS score, Response rate, Actor score, Process score & continuous service improvement
- Focused on data analytics, data statistics, data governance, data visualization, insights, automation opportunities
- Accountable for People Management & Implementing agreed solutions
- Focused on offshore & onshore clients
- Improved the organization's position by helping to solve the problems/issues
- Accountable for providing the solutions to the clients, leaders to take the business decisions by investigating, reviewing, analyzing incidents, raw data, use cases & Power BI reports
- Good exposure in agile methodologies, scrum methodologies, Azure Devops (ADO)
- Capable of working independently or with a group of people towards a common goal
- Focused on improving the digital employees experience & digital platform
- Accountable for development of KPI, SLA dashboards for clients & top-level management
- Continuously worked on implementing continuous service improvement
- Focused on improving FCR, SLA, DEX, XLA, CSAT, DSAT, NPS survey, actor scores, process scores
- Focused on improving the customers experience by boosting quality mindset
- Performed incidents analysis, provided the meaningful reports, statistical solutions to clients to reduce the incidents
- ITIL V4, Nextthink, Power BI PL-300, Azure AZ-900 certified and knowledge on cloud concepts
- Focused on quality control, automation opportunities, ITSM, ITIL process, root cause analysis & fish bone analysis

## **Power BI & Service Now**

- Developed complex Power BI dashboards, Service Now reports provided automation opportunities
- Developed Power BI ad-hoc dashboards to clients from multiple data sources like azure database, share point, power platform, power bi dataflow, azure data lake, power bi dataset, web etc.
- Validated multiple Power BI dashboards, reports created by developers, provided improvement opportunities

## **Nexthink**

- Focused on Nexthink investigations, provided automation opportunities
- Focused on providing the best digital employees experience by analyzing nexthink data
- Focused on improving the digital employees experience & digital platform
- Suggested EUCA team to create a campaign in Nexthink which results increase the DEX scores

## **IT Quality Management, Incident Management & Service Reporting (Reporting, Audit, Analysis)**

- Responsible for cross tabulation of nexthink, chatbot, ticket data and provided various governance reports
- Performed daily data queries and prepared reports on daily, weekly, monthly, and quarterly basis
- Focused on root cause analysis & fish bone analysis
- Provided automation opportunities & remote actions by analyzing the use cases
- Accountable for quality control, data governance, quality analysis & statistical data analysis
- Performed cross tabulation of Nexthink, chatbot, SNOW data, provided statistical analysis reports to reduce incidents
- Delivered management ad-hoc request reports on daily, weekly, monthly, quarterly basis
- Prepared monthly governance report, focused on statistical analysis of FCR, SLA, GPI, KPI, MTTR, DSAT, CSAT

## **Project: Proactive Experience Center Research & Development (PXC R&D)**

(October 2022 to March 2023)

- Developed complex power bi reports & dashboards using complex queries for clients using azure PostgreSQL database, share point, power bi dataflow
- Designed UX/UI for power bi dashboards
- Gained great knowledge on Power query, DAX, building data modeling, various power bi filters, visual and graphs
- Gained in depth knowledge in power bi desktop, power bi server, developed various customized charts, custom calculations, measure on power bi

## **Professional Experiences**

Company	: Microland Limited
Designation	: Sr. Analyst Ops-Excellence
Duration	: August 2019 to December 2021.
Project	: Mercedes-Benz: GNOC & Cognos Reports Migration

## **Roles and responsibilities in project**

## **ITOM, ITSM, People Management, Project Management & IT Service Delivery**

- Prepared monthly Ops excellence report, shared with central team in timely manner.
- Delivered the scheduled reports to customers on daily, weekly, monthly basis with 100% accuracy
- Involved in improving SLA of the project as a default of minimum 97% to 100%
- Actively contributed for SLA & service improvements
- ITIL V4 certified & knowledge on ITIL, ITSM, ITOM Process.
- Involved in building, publishing customized interactive reports, dashboards, scheduling reports with different analysis, as per project demands with 100% accuracy and on time by Cognos BI, Advanced Excel, Power BI, Tableau.
- Actively contributed for operations, SLA, quality & service improvements
- Involved in process auditing & breach analysis
- Created PPT for business analytics & insights for domestic, international markets.
- Prepared KPI, SLA dashboard for clients & top-level management.

- Manipulating, cleansing & processing data using SQL, MS-Excel
- Responsible for loading, extracting and validation of client data.
- Supplying qualitative and quantitative data to colleagues, clients.
- Responsible for managing the ticket and meet the SLA

### **Identity & Access Management**

- Function as an admin, responsible for account creation, deletion & modification - access control
- Managed the tickets by CSIM ticketing tool, achieved 100% SLA for all months in access management
- Responsible for protecting the confidentiality, integrity, and availability of IT assets by ensuring that only authorized users can access or modify them.
- Allowed user to make use of IT services and other IT assets.

### **Cognos Reporting Studio & Power BI, Tableau**

- Developed ad-hoc reports, dashboards using cognos & power bi, tableau form multiple data source.
- Performed data analysis, quality analysis on daily basis for scheduled, ad-hoc reporting activities
- Developed complex Power BI dashboards, Service Now reports provided automation opportunities

### **Quality Management & Audit Management (Reporting, Audit, Analysis)**

- Manages the work of project-specific teams and provides supervision and direction
- Thoroughly understands and applies technical standards to audit work
- Consult with internal departments & stakeholders to develop process improvements
- Systematically collects & provides data to develop reports based on the quality monitoring results
- Provided accurate monthly reporting to top-level management (i.e.: QA report and breach reports)
- Provided accurate reporting of audit findings in a manner consistent with the target audience (Senior Management)
- Assisted in the development of individual compliance plans for Engineers that are under disciplinary review
- Maintain accurate records of monitoring outcomes within Quality Management databases, to support trend analysis
- Perform periodic 'Quality Review Audits' in line with the agreed approach and quality audit schedule
- Involved in tickets sampling, process audits, quality check and quality analysis on daily basis
- Review, summarize, score, and provide standardized reports of audits to call center leadership

### **Project: IBM Cognos reports Migration**

(June 2020 to Dec 2020)

- Migrated 500+ reports in IBM Cognos reporting studio from Oracle server to MS SQL server platform.

### **Professional Experiences**

Company	: Brickwork India Private Limited
Designation	: Data Analyst
Duration	: January 2018 to March 2019 (Jan'18 to Aug'18 contract)

- Involved in building, publishing customized interactive reports, dashboards, scheduling reports with different analysis, 100% accuracy and on time using advanced excel, salesforce CRM
- Accountable for clients Meeting, ticket handling, process auditing, data analysis & quality analysis
- Developed KPI, SLA dashboards, reports for clients & top-level management.
- Dedicatedly worked with top management and leaders, maintained good relationships
- Performed data & quality analysis on daily basis for scheduled, ad-hoc reporting activities
- Developed complex Power BI dashboards, Service Now reports provided automation opportunities
- Focused on quality control, automation opportunities, ITSM, ITIL process, root cause analysis, Project Mgmt.

## Professional Experiences

Company	:	Boomerang Commerce Private Limited
Designation	:	Data Validation Engineer
Duration	:	November 2015 to December 2017
Project	:	Product Information Mgmt. & D2L Pharma (Nov'15 to Feb'16 ext. till Apr)

## Roles and responsibilities in project

- Analyzing raw data, drawing conclusions, developing recommendations, writing SQL scripts to manipulate data for data loads and extracts.
- Developing data analytical databases from complex financial source data.
- Conducting specified data processing and statistical techniques.
- Pricing the product according to the competitor.
- Involved in data analysis, quality analysis, supplying qualitative and quantitative data to colleagues & clients.
- Involved in building, publishing customized interactive reports, dashboards, scheduling reports with different analysis, 100% accuracy and on time using advanced excel
- Developed complex Power BI dashboards, Service Now reports provided automation opportunities
- Focused on quality control, automation opportunities, Project Mgmt., ITOM, ITSM, ITIL process, root cause analysis

## Professional Experiences

Company	:	Repucom Media Analysis India Private Limited
Designation	:	Trainee Analyst
Duration	:	April 2014 to May 2015 (6 months internship)

- Involved in data analysis, quality analysis, supplying qualitative and quantitative data to colleagues & clients.
- Involved in building, publishing customized interactive reports, dashboards, scheduling reports with different analysis, 100% accuracy and on time using advanced excel
- Developed complex Power BI dashboards, Service Now reports provided automation opportunities
- Focused on quality control, ITSM, ITOM, ITIL process, root cause analysis, Project Mgmt.

## Educational Credentials

Bachelors of. Engineering, Electrical & Electronics Engineering	:	Shirdi Sai Engineering College, Anekal	2014	71.56 %
Diploma, Electrical & Electronics	:	Sri Jayachamarajendra (Govt) Polytechnic, Bengaluru	2011	65.68 %
SSLC	:	Government High School, Haradanahalli	2007	78.56 %

## Hobbies & Others

Languages Known	:	English, Kannada, Telugu, Tamil & Hindi
Interest	:	Sports, Writing, Cinema, Travelling, Drama & Literature

## Declaration

I hereby declare that the above-mentioned details are correct to the best of my knowledge and belief.

Pradeepa H V