

MOHIT KUMAR SAINI

(Trained, Certified & experienced ITIL Professional)

Experience (9 Years)

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Professional Summary: Highly dependable and meticulous Incident and Change Management Specialist with a superior customer service record. Adept at working independently with little to no supervision.

Core Qualifications

- Extensive experience in Incident management and Change management
- Excellent familiarity with project life cycle approaches phases and tools
- Strong skills in identifying operational issues and recommending solution strategies
- Exceptional ability to deliver clear and accessible public presentations
- Proficiency in MS Office applications including Outlook, Word and Excel
- Superior ability to develop and maintain productive professional relationships
- Profound oral and written communication skills
- Good problem-solving and leadership skills

Experience Summary (9 Years & 9 Months)

- **Century IT Solutions** - (2018 -till date)
- **Accenture India** - (2017 - 2018)
- **Alchemy Tools Ltd** - (2014 - 2017)
- **United Healthcare Group** - (2009 - 2011)
- **Intelenet Global Services** - (2008 - 2009)

EDUCATIONAL QUALIFICATION: -

- M.COM From Jodhpur National University, Rajasthan, with 62 % Aggregate.
- PGDM/MBA (Finance) from Management Education and Research Institute, Janakpuri, Delhi in 2014 with 59 % marks.
- BSC.IT from Kuvempu University.
- Gniit from NIIT.
- Bachelor of commerce (B.com) from Swami Shardhanand College, Delhi University in 2009 with 41 % Marks.
- Standard **12th** from Cambridge School, New Delhi in 2004 with 64% marks.
- Standard **10th** from Cambridge School, New Delhi in 2002 with 53% marks.

PROFESSIONAL EXPERIENCE: -

Century IT Solutions Pvt Ltd

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(from 2018 till now)

Role: Senior Specialist - ITIL Services for Change and Incident Management

Designation: Sr. Change Specialist

My Responsibilities:

- Lead & facilitate change management activities with hands-on experience.
- Track and administer all hardware and software Change Requests in the ITSM system to ensure each change is properly defined, considered, and approved before implementation.
- Coordinating with Incident & other technical teams for better understanding of the change implementation & prevention of Failed Changes and also for doing post implementation reviews when required in any major P1 incidents.
- To maintain and improve the change process while staying in compliance with the Customers established processes and Service Level Agreements (SLAs).
- Ensuring Change tickets volumes are reviewed, canalized along with closure with relevant documents attached.
- Plan and estimate resources required for organizational change management activities, establish and manage a change budget as part of a project/program.
- Managing effective stakeholder engagement, maintaining consistent, clear and concise communications with the customer and vendors.
- Management of the daily Change activities – Review of Changes, Authorizing the RFCs, Reporting, closing backlogs, attending daily Operational calls.
- Coordinated, facilitated and participated in Change Control Boards (CCBs)
- Prepare related documentation for CABs and Leads Change Advisory Board meetings.
- Providing leadership during Change Freeze.
- Provides support and recommendations to Information Technology (IT) departments concerning the use of the Change Management tools and processes.
- Communicate the reports for change schedules (approved/planned Change Requests / Planned Works) with the customer and all other involved/related parties.
- Preparing performance reports to monitor activities and trends, measure results and implement comparison metrics in order to identify improvement needs.
- Working and closing approx. 30+ tickets on daily basis related to SAP software.

Accenture Solutions Pvt Ltd

(from 2017 till 2018)

Worked with Accenture internal Infra team (24*7).

Worked for major customers of Accenture Such as Google. INC (USA) and with Accenture top designated members.

My Responsibilities: -

- Managing IT Services and providing support on all the internal applications of Google USA - Project Fi , 4G Network services , Google Play store and Google Pixel.
- Point of contact for all Major Incidents, P1 and P2 incidents.
- Represent the first stage of escalation for Incidents.
- Identifying incidents which need special attention or escalation.
- Ensure the Incident process aligns with the business and best practices.
- Identify, initiate, schedule and conduct incident reviews, incident debrief(s) and workaround(s) for immediate service restoration, Document the RCA.
- Ensure all Major Incidents are validated and progressed in accordance with SLAs aligned to Incident priority and status, during business hours and outside of business hours based on service requirements.
- Handling tickets (Incidents/SRs)
- Managing the team's Shift Roster.
- Managing client Escalation emails and calls.
- Ticket Monitoring, routing to correct group as per Issues optimizing best use of escalation matrix.
- Tracking the SLA of the Tickets within our queue so that no breach happens.

- Attending calls with senior management along with different support groups.
- Using the tools FiAccess and worked with SQL support team.
- Working on Access issues for users.
- Preparing KEDBs
- Attending weekly calls
- Worked on Critical applications used globally by senior Google employees such as Queuestat.
- Executed CM function for hardware and software configuration control process for Google Project Fi and Google Pixel (USA) and Salesforce tool.
- Developed and enforce CM processes, policies and Standard Operating Procedures (SOPs).
- Provided training and documentation to Application Developer on the CM process method.
- Identifies resistance and performance gaps and works to develop and implement corrective actions.

Alchemy Tools Ltd.

(from 2014 till 2017)

Worked as Analyst for past 3 Years with Alchemy Ltd.

My Responsibilities:-

- Authorizing and making payments to Vendors
- Classification of Direct and Indirect Expenses
- Expense Reporting & Revenue Reporting
- Order Tracking through Salesforce.
- Inventory Management and Quality control.
- Purchase management including price negotiations.

United Healthcare Group (USA)

(from 2009 till 2011)

Worked in United Healthcare Group (USA) as an Claims Associate.

My Responsibilities: -

- Working on ANNUITY Insurance process of USA.
- Working on Requests received regarding disbursement of policies.
- Providing real-time disbursement assistance to customers/users within the defined SLA time frame.
- Handling all the escalations and customer queries over mail/ calls.
- Provide call logging, problem resolution, tracking and escalation for all issues using the call tracking system
- Participate in documentation or revisions of training manuals
- Escalation handling
- Claims Adjudication
- Premium Calculations
- Categorization of claims
- Routing of claims to various departments I.e Inpatient, Outpatient, Radiology etc
- Approval and rejection of claims
- Financial impacts and reporting of the same claims.
- Attended Green Belt Training program.

Intelenet Global Services

(from 2008 - 2009)

Worked as Backoffice executive In Intelenet Global Services for 1 year. (2008-2009)

My Responsibilities: -

- Worked for Vodafone Mobile services support.
- Designated Vodafone customer support.
- Handling Network troubleshooting issues.
- Mobile Application support.
- Order tracking through Salesforce.

Training and Industrial Exposure

Steel Authority of INDIA LTD: Worked as an intern and completed the project within the specified time limit. Completed the training for 3 months.

Skills: -

- ITIL
- Change Management
- Service Now
- Mobile services support including Hardware and software infrastructure.
- Incident Management
- Cloud and Backup Management
- Android Support
- Escalation handling
- Application enhancement
- Business Analysis
- End user Support
- Operating systems: WINDOWS 98/XP/VISTA/Seven (7).
- Application software: MS-Word, PowerPoint, Excel.

Personal Details:

Date of Birth : 23-12-1986
Father's name : Mr. Yash Pal Saini
Languages Known : English and Hindi