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**Zartab Mehdi Miya**

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**Service Delivery Manager / ITIL Manager /Application Support Manager/ Operations Manager / Process Improvement**

Career Summary

* A techno-functional, with more than 17 years of experience in Service Delivery, Contact Center Implementation, Business Continuity Management, Application Support, Process Mapping , Process improvements and Operations Management
* Identifying area of improvement in operations and Quality deliverables and carrying out Service improvement projects (SIPs).
* Significant exposure in Mission critical, managerial and analytical roles with globally reputed organizations
* Accomplished in the areas of Service Delivery, Process Workflows ,Operations Management, Change Implementation Planning, Report Writing, Project Management and Data Center Maintenance
* Well Experience in Handling the Monitoring team and significant exposure on Monitoring Tools like ControlM (CTRL+M), Orion and BAC.
* Handled Service Desk, Desktop and Incident Manager Teams delivering 99.8 % SLA and 0% attrition for 3 years.
* Well experienced in Service Now, CAP , HP Open View, OPAS and HP Remedy.
* Good amount of experience in ITSM tools Service Now ( Incident Management, Problem Management, Change Management)
* Controlling AOP ( Annual Operating Plan) for IT Department.
* Core expertise in Cross Functional Analytics, Client Engagement Analytics, along with competence in arriving at requirement based solutions
* Good communicator and negotiator, benefitting organizational objectives with honed skills like managing cordial relations with the client & other stakeholders
* Process-oriented manager, with skill-sets in analyzing processes, identifying improvement areas, Documentation of SOW’s, initiating enhancement plans and transitioning processes based on need
* Provide a high level of Customer Service surpassing market standards and maintain healthy relationship with peers and competitors
* Streamline internal & external reporting processes and implementing latest practices in operations
* High-level leadership and mentoring ability. Excellent interpersonal and communication skills

Areas of Expertise

* Operations Management
* Project Management
* Process Management/ Improvement
* Service Asset and Configuration Management
* Service Desk Management
* Major Incident Management
* Hardware Troubleshooting & Issue Resolution
* Customer Relationship Management
* Application Support
* Process Documentation
* Process Workflows
* Service Operations Center
* SAP MM Module
* Service Transition
* IT Asset Management
* Implementing IT Policies
* Vendor Management
* Workforce Planning

~ Microsoft System Center Service Manager

* Event Monitoring and Evaluation

Key Accomplishments Across Career Span

* Recipient of Best team of the Year (Service Desk) for outstanding customer service, high First call resolution (FCR) and low average handle time (AHT).
* Recipient of Microsoft Power Performer Award for significant improvement in Customer Satisfaction and Direct Measure of Overall Quality (DMOQ) Award for meeting the COPC Six Sigma Quality Standards of the process
* Functioned as Tech. Lead for The Phoenix Project to improve Customer Satisfaction Scores of the process leading to Customer Satisfaction score of 72% Overall Very Satisfied and 8% Dissatisfied (Target 70/ 10) after 8 weeks
* Acquired C3 Certification and was certified as a coach
* Certified Trainer for Windows XP Service Pack 2
* Completed Windows Vista Program Training at Microsoft India Global Tech Support Center (GTSC - Bangalore)

**Norwin Technologies India Pvt Ltd**

Senior Manager – IT Operations and Service Delivery, April 2021 - Present

**Responsibilities:**

* Managing the Entire IT Managed Services of Chennai Office.
* Managing the Service Desk, Technical Operation Center, Dev Ops, Networking , NOC, Monitoring, Account Management and Server Administration 24/7.
* Ensure all support requests are handled within SLA and with high customer satisfaction.
* Assign and track the distribution of support requests among support team members.
* Manage prioritization and escalation of Support requests as needed.
* Create and manage rotation schedules for telephone coverage, weekend coverage, and SLA.
* Meet with internal business partners review support requirements for project and implementation support.
* Recruit, develop, and mentor support team members.
* Assess training needs and arrange for necessary training to maintain support team member skills.
* Work collaboratively with various internal support and engineering teams to resolve support requests on time.
* Identify trends, perform root cause analysis, and implement preventive and corrective actions.
* Work cross departmentally to drive down the number of support request by training, adding or modifying product features, software updates, and process changes Experience Requirements.
* Strong knowledge of IT Service Management methodologies and demonstrated experience in creating support processes and evaluating team members for compliance and level of proficiency.
* Creating meaningful reports that show trends and provides a story about the overall performance of the IT Service Desk and end-user experience.
* Developing a quality assurance program that reviews Service Desk tickets for accuracy, proper work notes, and troubleshooting. Skills
* Perform Front Line IT support to the business, leading by example; coach and mentor best practices that improves responsiveness; oversee Service Desk technology deployment, installation, configuration tasks activities.
* Monitor and manage phone, email, chat, and incident queues (participating in escalated calls as needed).
* Enforce policies and procedures to ensure consistent service levels and quick resolutions.
* Train, coach, inspire, and lead Service Operations Analysts and Desk agents including their career development.

**KH EXPORTS INDIA PVT LTD**

Senior Manager - Information Technology and Services, Oct 2015 – April 2021

**Responsibilities:**

* Leading the Entire IT Infrastructure with maximum uptime of IT servers and applications.
* Effective planning and implementation of Disaster Recovery for IT.
* Managing RFP, RFQ and revisiting under pinning contracts with suppliers.
* Managing Service Onboarding and Service Transition of Hardware and software teams
* Security Operations Monitoring , Event Monitoring, Firewall Security Surveillance
* Successfully planned and implemented SAP MM Module.
* Managing the Service Desk, Server and Software Development Team comprising a total of 45 FTE
* Handling IT budget and project management.
* Managing Company portal and updating at regular intervals.
* Setting up IT Infrastructure (networking, server, Backup, Firewall & Antivirus)
* Conducting IT Audits for entire organization ( regional and branch offices)
* Managing Business Continuity Planning by setting up Disaster Recovery Sites
* Devising frameworks for processes that would best suit the company/projects as per their given requirements
* Creating workflow diagram as per ITIL frame work for Different Process in Service Operations
* Worked/updated change request tickets for Configuration Management changes.
* Managing centralized Knowledge repository & Drafting training documentation manuals
* Successfully implemented Help desk management comprising of Service Request, Incident logging and Change Request.

**Sidra Medical and Research Center, Doha, Qatar**

IT Service Desk Trainer, Nov 2014 – April 2015

**Responsibilities:**

* Training and Transitioning L1 activities to Service desk team
* Plan, Coordinate AND Transition new process roll outs
* Perform Quality audits on Incidents / Requests using Defects Reduction Initiative technique (DRI)
* Devising frameworks for processes that would best suit the company/projects as per their given requirements
* Attend Daily Operations calls highlighting Service desk metrics and challenges faced by the team.
* Managing Service Transition of Tools and Processes.
* Send Daily, weekly and monthly Service Desk Dashboard on metrics, training, upcoming changes if any.
* Run Call metrics on a daily, weekly and monthly basis and identify area of improvement.
* Update Knowledge repository & create new training materials for the Service desk team.
* Schedule the workforce with proper planning every month to meet the staffing requirements.

**TECHNOSOFT GLOBAL SERVICES PVT LTD, Chennai, India**

ITIL Process Manager/ Service Delivery Manager / Operations Manager, Mar 2011 – Nov 2013

**Responsibilities:**

* Spearhead operations of the 24X7 Tier-2 Operations from the vendor location
* Represent Quintiles and function as the FPOC between Client and vendor
* Answering the Major Incident hotline
* Chairing conference calls with participants including Service Managers, Technical Support teams, Clients and Third Parties
* Issuing communications during the progress of a Major Incident
* Identifying appropriate timelines and targets for recovery actions, feedback and communications
* Assessing and Agreeing Business Impact and Incident Severity Level.
* Considering if Disaster Recovery or Business Continuity Management engagement is required
* Ensuring that appropriate internal escalation occurs
* Handled Service Desk, Security Operation Center (SOC) and Incident managing team for Banking clients like bank of America and American Express
* Ensuring that appropriate third-party escalation occurs
* Highlighting risks and issues in actions identified during any Major Incident
* Evaluating recovery actions to ensure that a recovery plan exists or is being actively produced
* Suggesting workarounds and methods of speeding up the recovery of an incident
* Continually reviewing engagement within the recovery and identify any additional support teams, individuals or third parties who could add value or those that can be stood down
* Assisted with Process Documentation and Training for system administrators to enter new data via the Asset Management Module so that data integrity may be maintained for all phases of configuration management from commissioning to decommissioning/end of life of a CI.
* Created configuration processes with respect to enterprise hardware and software tracking of Controlled Items (CIs) in Configuration Management Database (CMDB). Information was pulled from 8 different inventory tracking systems to create data warehouse and CMDB.
* Liaise with Internal Quintiles Employees (Tier-3 Functional groups) for knowledge transition to Tier-2 groups
* Identify process gaps through performance of trend analysis on MIS/ data
* Transitioned L1 activities to Service desk from Desktop, Exchange and SharePoint teams.
* Service Transition and Service Onboarding of Incident, Problem and SOC Team.
* Define KPIs for the Functional Leads, Incident, Problem and Change managers
* Generate/ update various status reports for the senior leadership team
* Coordinate activities related to recruitment of personnel in Service Transition and Service Operations

**TATA CONSULTANCY SERVICES PVT LTD, Chennai**

IT Analyst , Dec 2008 – Mar 2011

**Responsibilities:**

* Real Time & continuous follow-up with global support teams for Critical incident resolution
* Manage and coordinate activities during overall ticket life cycle
* Ensure that the Incident record is fully updated prior to Problem Management handover
* Responsible for sending all Incident notifications as per agreed process
* Chair bridge calls for effective coordination, incident resolution, service restoration
* Continuously follow-up with support team for relevant notification updates per SLA, and drive resolution
* Follow the global Service Restoration Management Process
* Ensure Incident Time line Report is created immediately after resolution
* Contribution to ongoing process & operational improvements
* Uses professional expertise to integrate work and make operating decisions on escalated issues
* Accountable for objectives where goals and operational processes are defined
* Interacts daily with subordinates and peer groups
* Provide input to and coordinate the development of the Network Incident Report (NIR) and the Root Cause Analysis (RCA), including initial recommendations to prevent the re-occurrence of a similar incident.
* Seeks the cooperation of others concerning specific projects or deadlines
* Enhanced client satisfaction through identification & implementation of process improvement opportunities

**CONVERGYS INFORMATION MANAGEMENT PVT SERVICES LTD, Hyderabad**

Incident Manager, Oct 2007 – Jul 2008

**Responsibilities:**

* Liaised with various support teams in resolution of internal/ external client issues
* Followed up & ensured resolution of escalated/ critical technical issues in compliance to SLA parameters
* Guided the Help Desks & support organizations in resolution of issues
* Focused on minimizing client impact through identification, resolution/ escalation of critical issues
* Chair Sev-1 calls and monitor the activities performed by the resolution group
* Manage a team of 20 Monitoring engineers and to ensure that all the global events are acknowledged on time.
* Generate Event report on a daily / weekly / Monthly basis and discuss any challenges with the Senior Management.
* Coordinate with various technical teams and assist in configuring new CI’s in the Monitoring system.
* Generate daily / monthly /quarterly reports and perform trend analysis.

**CONVERGYS INDIA SERVICES PVT LTD, Bangalore**

Team Manager, Aug 2003 – Sep 2007

**Responsibilities:**

* Guided team in enhancing customer satisfaction through prompt resolution of issues and qualitative service delivery
* Updated/ adjusted Customer Satisfaction survey results
* Monitored performance of team members & rendered productivity enhancement feedback
* Conducted need based training sessions for team members aligned to business requirements
* Assisted technical leads in resolution of various critical issues and understanding of processes
* Participated in call/ case calibrations and audits
* Led a team of 20+ Technical Support Officers in resolution of client issues
* Focused on enhancing performance of team members through regular feedback
* Implemented various process improvement initiatives to enhance productivity
* Collaborated with Partner Technical Leads in Microsoft Product Support Calibration of Technical Call Coaches

Academic Credentials

* **MCA,** The New College, Chennai, 2002
* **BBA,** The New College, Chennai, 1999

Professional Development

* ITIL V3 2011 Foundation
* ITIL V3 2011 Intermediate Service Operation
* Microsoft System Center Service Manager

IT Forte

* Operating System: Dos, MS Windows 98, 2000, XP, Vista , Windows 7 and Windows 8
* Avaya CMS, IP Telephony
* Office 365 Mail Administration
* Network: Local Area Network, Wide area network
* Symantec Endpoint Security, Kaspersky Endpoint Security, Fortigate, Sophos, Xycell
* Technologies: VMWARE (Virtual Infrastructure Client/Virtual Administrator); Microsoft System Center Manager 2007, SMS
* MS SQL Server, Crystal Reports
* Blackberry (BES) and Apple Support
* Active Directory, Exchange Server, SharePoint
* Monitoring : SCOM, Logic Monitor
* RMM: Kaseya