Vivek Shishodia

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Education

Chitkara University   (Aug 2020 - Sep 2022)
Master of Business Administration

CCS University   (July 2016 - Aug 2019)
Bachelor of Computer Application

Experience

WNS Global Services   **Gurgaon, Haryana**
Service Delivery Manager   (Dec 2021 - Present)

- Served as the link between the client and cross-functional teams, ensuring a seamless project transition and maintaining knowledge transfer (KT) throughout the process.
- To be the single point of accountability for all aspects of the project from the kick-of meet, through directing, controlling all activities, to the successful delivery of the project aims
- Support Stakeholder Management as works with technology and business owners to analyze stakeholder expectations for projects based upon approved project requirements.
- Integrate Project Business Analysis as works with project team members and stakeholders to integrate technical and functional changes to projects into work assignment and schedules
- Implemented process improvements by preparing and maintaining project documentation like IT-SDD, SOPs, SOW, including project reports, roadmaps and meeting minutes specially for OEMs related projects
- Proactively manages IT service, ensures any service trends are raised as problem tickets and actively participates within the problem management process, with the goal of driving down the number of overall number of incidents.
- Directed the deployment of NBFCs projects by created integration SOPs and documentation for internal and partner use which results increasing productivity by 37%
- Working as part of a 24 by 7 support capability, to provide a seamless service to globally dispersed stakeholders by integrating with them.
- Resolved 80% of incidents quickly by restoring services promptly, thoroughly reviewing problem tickets and assist with the Root Cause Analysis (RCA) process for major incidents and recurring issues, working closely with problem managers and technical teams.

Samsung   **Noida, Uttar Pradesh**
System Engineer   (July 2021 - Sep 2021)
Training

- Developed a strong foundation in incident audits and drove outage review calls
- Managed IT asset inventories and on-time deliveries of assets PAN India locations
- Conducted monthly IT fundamental training programs for skill enhancement of employees, leading to 15% improvement in overall workforce skills.
- Assisted in managing IT projects leading to a 15% reduction in project delivery timeline

SKILLS

- Incident management
- ITIL framework
- Project transition
- Documentation & Reporting

- Change management
- System Integration
- RCA/ITSM
- Cross functional collaboration

- Basics of SQL
- Partner onboarding
- Operations management

- ServiceNow/JIRA
- Data Management
- Risk & Compliance management

Certifications/Courses

- **Career Essentials in Project Management | CERTIFICATE**   (June 2024)
  Microsoft

- **ITIL Foundation | CERTIFICATE**   (May 2024)
  Axelos

- **Agile Scrum Master | CERTIFICATE**   (May 2024)
  Simplilearn