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**CURRICULUM VITAE**

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**CAREER OBJECTIVES**

Seeking a position to utilize my skills and abilities in the industry, which encourages creativity and offers an opportunity, to learn and develop both in professional and personal life, wish to use and enhance my technical knowledge and ability to work in groups**.**

**STRENGTHS**

Comprehensive problem solving abilities, Excellent verbal and written communication skills, Ability to deal with people diplomatically, Willingness to learn and a good Team facilitator.

**PROFESSIONAL SUMMARY**

* December 2006 till June 2010**(3.5 Years)** in **Mphasis and HP Company** Bangalore.
* July 10th, 2010 till June 10th 2012**(2 Years)** in **IGATE Global Solution** Bangalore as a Team Leader.
* December 24th, 2012 to May 19th, 2015**(2.5 Years)** in **Cognizant Technology System** Bangalore as Service Manager / Program Manager.
* Currently Working in **Bahrain Financing Company** in Kingdom Of Bahrain from May 26th, 2015 till date as IT Service Manager.

 **CURRENT ROLE**

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| Project Type | Service Operation |
| Role | IT Service Manager |
| Key Responsibilities | * Represents the IT provided services to the group and is responsible for all service management activities.
* Manage the Service Level Management process to provide audit of the Groups IT infrastructure to feed into the IT CMDB.
* Overall accountable for ServiceNow implementation across all countries where we are operating
* Overall accountable of how to use and manage ServiceNow.
* Manage the Service Desk Team, Field Engineers, Incident Management Team, Problem Management Team and the Administrators and act as the Primary contact responsible for the performance and main escalation point.
* Overall responsible for all EOD / BOD processes for all Group core applications.
* Carries out regular audit of IT Application System and provides necessary information in the IT Service Catalogue keeping the IT Service Catalogue up to date.
* Carries out management of the IT CMDB to meet SL targets.
* Manages and maintains the catalogue description of existing services offered by IT.
* Participates fully with in the negotiation of agreement and maintenance of SLA’s.
* Manages, Maintains, negotiates, agrees OLA’s within IT technical teams in conjunction with line management.
* Analyses and reviews actual service performance against SLA’s, OLA’s and KPI’s for service areas under scope.
* Provides and develops regulars reports Service Level Reports on service performance and achievement to the Senior Leadership.
* Reviews SLA targets and metrics where necessary.
* Reviews OLA targets and metrics where necessary.
* Reviews third party underpinning agreements where necessary.
* Identifies appropriate actions to maintain or improve service Levels.
* Act as key member of staff in SLA negotiation efforts.
* Ensures that service levels are met with regards to recording and closure of incidents. Provide mentoring and coaching to support staff, which will include technical trouble shooting.
* Support the Change Release and Configuration Manager in managing Service Transition processes within the IT department.
* Contribute to the development and implementation of strategic plans for the development of Information Technology systems through the production of work and resource plans for all staff within the section and review this on quarterly basis.
* Liaise closely with appropriate hardware and software suppliers.
* Ensuring all the Major incidents are driven appropriately as agreed with the business.
* Accountable for all major planned activity.
* Managing all IT procurement and the procurement team.

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 **PREVIOUS ROLE**

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| Project Type | Service Operation |
| Role | Service Manager |
| Key Responsibilities | * Responsible for overall accountability for defining the service, ensuring services are delivered in accordance with agreed business requirements, and managing the service lifecycle – often in conjunction with a Service Team.
* Represents the service across the organization.
* Manages the risk of operating the service.
* Designates technical lead and backup.
* Coordinates communication among support staff and systems staff.
* Provides input in service attributes such as performance, availability, security, etc.).
* Understands the service (components, etc.).
* Serves as the point of escalation (notification) for major incidents.
* Ensures that any change to the service under their care follows the current change management work practice.
* Provides input to the Continual Service Improvement process (CSI).
* Plans for service future.
* Participates in internal service review meetings (within IT Team).
* Maintains relationships with technical teams, IT, and business partners. Communicates on major service outages/escalations.
* Developing and recommending service and process improvements.
* Building a personal relationship with key client staff.
* Successful service delivery - SLA achievement and high level of customer satisfaction.
* Collaborating with senior management on client account management and growth.
* Ensuring operations teams are aware of changes and are prepared.
* Communicating across organizational boundaries – from engineers through to senior managers.
* Working with the client and operations teams to identify and manage Service improvement activities.
* Ensure service related documentation is accurate and kept up-to-date at all times.
* Implementing ITIL best practice into the customer infrastructure based on the analysis during transition phase of any new customer onboarding.

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**PREVIOUS ROLE**

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| Project Type | Duty Manager / Shift Lead |
| Role | Shift Lead |
| Key Responsibilities | * + Accountable for all the activity on the floor in the shift and act as an acting manager for all the respective team.
	+ Accountable for assigning the task during the shift to different team.
	+ Act as a major incident manager during any major outage.
	+ Open and chair the bridge call for all major incident during all major outages.
	+ Monitor the teams with respect to assigned task and the adhering to the agreed SLA with the business.
	+ Provide the SLA report to the senior leadership.
	+ Provide performance feedback during the appraisal period to the management.

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**PREVIOUS ROLE**

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| Project Type | Problem Management & Operations |
| Role | Team Leader |
| Key Responsibilities | * + Guide Team members in improvement of individual performance
	+ Prepare Scorecards for the team (Conducting appraisals), guide team members on performance management and Career Development
	+ Recording Quality procedures, error sheet for monitoring of performance of analyst.
	+ Training/monitoring and Performance Management of the team, and provide feedback.
	+ Month analysis reports on Team SLA.
	+ Ensure availability of latest knowledge on Products across the Team and Conducting regular refresher training courses
	+ Maintaining the SLA for the team
	+ Have been assigned for transition and creating a new site in Noida (New Delhi).
	+ Forecasting of production of the team & diverted tasks.
	+ Data Audits, includes auditing of the ticket documentation & analysis for Quality Check.
	+ Trainer for new recruits.
	+ Take Crew brief (Shift hurdles) which includes process changes\updates and concerns.
	+ Attending Client calls.
	+ Answer Escalated calls.
	+ Preparing monthly Roster of the teams.
	+ Conducting Interviews for the process requirement.
	+ Conducting Annual Appraisal for the team.

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**PREVIOUS ROLE**

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| Project Type | Problem Management |
| Role | Problem Manager |
| Key Responsibilities | * Manage all incidents reported until a resolution is obtained
* Identify problems which arise using the Problem Management Flow and Policies
* Minimize Problem lifecycle by clear and timely communication
* Responsible for ensuring progression of all Problems
* Check Problems so to prevent an expired target date and escalate.
* Promoting new PRP's to the TSC TSA's, Coach and Mentor them at appropriate instances.
* Drive support teams and co-ordinate amongst them to resolve the issue ASAP.
* Follow up with support teams on the RCA provided
* Creating KEDB (in Share Points)
* Provide Problem status as requested by internal parties
* Ensure that the information entered in the problem investigations and KEDB is accurate and complete.

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**PREVIOUS ROLE**

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| Project Type | BANK OF AMERICA – MAS / VPN |
| Role | PC Support 2nd Level |
| Key Responsibilities | * + Analyze the request.
	+ Provide Second level support on Desktops, Peripherals, Servers, MAS / VPN and Office automation products

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**PREVIOUS ROLE**

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| Project Type | BANK OF AMERICA  |
| Role | Sr. Technical Support Analyst |
| Key Responsibilities | * + Answering first line calls from end users.
	+ Provide first level support on Desktops, Peripherals, Servers and Office automation products
	+ ID administration on all authorized internal applications and systems
	+ Troubleshooting Applications and Systems as per the script in our knowledge base
	+ Log all the calls / tickets on our internal ticketing system as per procedures and processes

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**PREVIOUS ROLE**

|  |  |
| --- | --- |
| Project Type | General Motors |
| Role | Technical Support Analyst |
| Key Responsibilities | * + Answering first line calls from end users.
	+ Provide first level support on Desktops, Peripherals, Servers and Office automation products
	+ ID administration on all authorized internal applications and systems
	+ Troubleshooting Applications and Systems as per the script in our knowledge base
	+ Log all the calls / tickets on our internal ticketing system as per procedures and processes
	+ Updating the Account Status on Client Database.
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**PREVIOUS ROLE**

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| Project Type | Earth Link |
| Role | Technical Support Executive |
| Key Responsibilities | * + Answering Customer Calls as per training imparted and Standard Call Handling.
	+ Resolving Technical issues Remotely for Applications, Network issues, & Hardware/Software issues
	+ Hands on experience on various applications like, MS Exchange Messaging Outlook/Exchange, MS Office, Networking, LAN, Wireless, Broadband, Home Networking and Dial up knowledge

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PERSONAL INFORMATION

Gender          **:**    Male

Marital Status          **:**    Married

Date of Birth          **:**    20/02/85

Languages known     **:**    English, Hindi, Urdu

Personal Interests     **:**    Listening to Music, Playing Cricket

Education Qualification

* BE in Computer Science from VTU University Belgaum, Karnataka 2009
* 10+2 from Bihar State Education Board, Patna in 2001
* 10th Standard from Ram Mohan Roy Seminary Patna in 1999

External Certification

* ITIL Foundation Certificate in IT Service Management. Certificate Num: **GR750068836QW**
* **PRINCE2** Foundation and PractionerCertified.
* **IT SERVICE MANAGEMENT (ITIL MAPPING)**

Achievement

Successfully implemented Servicenow IT Operations tool in the current organization. Provided training to all company employees across all countries on how to use Servicenow.

DECLARATION

I hereby declare that the above given information is true up to my knowledge.

Place: Bahrain                            (Q.N.Waris)