Mrs. Madhavi Kiran Bhat
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 **Experience Synopsis -**

* BCA with 19 years of experience in Vulnerability Management, IT Service Delivery management, Customer Service, SLAs, Service desk, Asset & Vendor Management, Continuous Service Improvements, Logistics Management, Quality, Operations Management Performance Reviews, ITIL process implementation & management, Asset Management, Inventory Management, SLA Achievement, IT Service Transitions, Workforce Management, Office Administration & Facility Management, Desk Allocations & Shifting, Claims & Payouts, MIS Report Generations, Inductions & Trainings.

**Experience** :

Current Employer : **Barclays Technologies Center India**

Current Project **: Functions Technology**

Designation **: AVP**

Tenure : January 2022 till date

**Job Responsibilities Include –**

* Acting as a Bridge between Application Owners & CISO team within Tower.
* Coordination with Product Owners for Vulnerability remediation in their application for resolution within SLAs.
* Coordination with CISO for issues raised by Application Teams.
* Assist Application Teams with the queries about the Vulnerability and training them for resolution.
* Keeping Track of Decommission Activity.
* Responsible for Communicating Routine Upgrades, Patches Information with Application Team Owners.

 **Prior Experience** :

Prior Experience : **Barclays Technologies Center India**

Previous Project **: Vulnerability Management Team**

Designation **: Security Analyst**

Tenure : October 2018 to December 2022

**Job Responsibilities Include –**

* Dealt with all types Vulnerabilities conveyed that included FTP, Confluence Pages, External IPs, SSL Certificates, Patching Issues etc.
* Reporting via ITSEC, SPDW etc.
* Communicating Microsoft, Adobe & VMWare published Alerts.
* ORACs Management
* Group Emailbox Monitoring & Actioning Alerts.

Prior Experience : **Barclays Technologies Center India**

Previous Project **: Middleware Support Team**

Designation **: Operations Analyst**

Tenure : January 2014 to September 2018

**Job Responsibilities Include –**

* Supported all the projects within Middleware Team.
* This included resolving Incidents, raising & implementing Changes & Problem Management.
* Scheduling Upgradation/Patching changes & Implementation. Handling any issues occurred before & after Patching.
* Solely responsible for SSL Certificates Management within Tower.
* This included communicating Expired Cert list to Owners, resolving issues raised by Support Team members, Renewing Certificates assigned, Raising Changes, Stakeholder Management & Reporting.
* Problem Management.

Prior Experience : **Barclays Technologies Center India**

Previous Project **: BRAINS & Flex Operations Team**

Designation **: Operations Analyst**

Tenure : October 2011 to December 2013

**Job Responsibilities Includes –**

* Handled all countries from South Africa.
* Taking Handover from Bank Braches, Selecting appropriate Jobs, Running those jobs on Unix Servers & monitoring Batch Runs.
* Escalating Failed jobs & getting them resolved within SLAs.
* Change Implementation & problem management.
* Handing Back to Service Owners within SLAs so that they can resume Bank Branch Operations.
* Received Star Awards for the Transition & Maintaining strict SLAs.

Prior Experience : **Barclays Technologies Center India**

Previous Project **: Testing Environment Services**

Designation **: Operations Analyst**

Tenure : April 2010 to September 2011

**Job Responsibilities Includes –**

* Successful Transition from Vendors - Accenture & Steria.
* Set up new team & Processes after onboarding projects.
* Led team of 6 members after transition.
* Maintained Test Beds & supported all Testing Projects.
* ITIL implementation – Incident, Change & Problem Management.
* Majorly responsible for Shift Rotas, Shift Allowances, Approvals.
* Solely handled & accountable for MI Reporting – Daily, Weekly & Monthly MI.
* Received Star Award for MI Reporting.

**Prior Employment –**

Employer : Acer India Ltd.

Designation **:** IT Coordinator

Tenure : August 2009 to Match 2010

Job Responsibilities Included –

* Logistics for all Customers of Acer India Ltd. In Maharashtra & Goa
* Registering & recording Calls from Customers & assigning to ASPs.
* Claims & Payouts for ASPs.
* Customer Support, Service Agreement Renewals, SLA Management.
* Training ASP Engineers as & when required.

Employer : Cybage India Pvt. Ltd.

Designation **:** Information Systems Coordinator

Tenure : November 2006 to July 2009

Job Responsibilities Included –

* Handled separate location of about 4000 Users & support from IT.
* Asset Management – Handling New asset requisitions, Assignment, Shifting & maintaining records.
* Led team of 7-9 Desktop Engineers that includes Calls assignment, Calls resolution, SLA Management, Reports Generations, Performance Reviews, Trainings from other Support Teams.
* Shift Rota management.
* L1 Desktop Support that includes remote support, Software Installation, MS Office etc.
* Participated in Audits & conducted awareness sessions for Users.
* Assisted Development team for requirement analysis for developing new Servicedesk tool & testing.
* Conducted Inductions & Trainings for Information Systems Department.

Prior Employer : CMS Ltd..

Designation **:** IT HelpdeskCoordinator

Tenure : February 2006 to November 2006

Job Responsibilities Included –

* IT Helpdesk management - screening of helpdesk tickets & Changes, appropriate assignment to teams, closure within SLAs, managing escalations & Creation of service reports for Incidents & service desk requests. Have worked on number of in house service desk tools like BMC Remedy, ServiceNow, Redbox, etc.
* Provided 1st level support includes creation & deletion of users, granting permission in active directory, software installations via remote desktop support.
* Hardware & Software Asset management for customers(BMC, Persistent, Bajaj Alliance, Airtel etc.) Vendor management includes raising calls & closure within SLAs, also did Purchase order processing & Billing for Vendors. Was also involved in software Licensing management.
* Handled seating allocations for users, desk shifting, maintained user’s database along with allotted hardware, Vendor, Asset & Inventory Management.
* Acted as SPOC for all customers and while doing this, majorly worked on resource management (shifts, leaves, attendance, performance etc.), performance improvements, setting up new processes, meeting customers for any challenges/issues faced and providing resolutions

Prior Employer : Gayatri Infotech Pvt. Ltd.

Designation **:** IT Service Desk Coordinator

Tenure : December 2003 to February 2006

Job Responsibilities Included –

* Acted as Single point of Contact for Customers, handled customer visits in and outside of Pune. Worked with Acer Customers being ASP (Authorized Service Provider) for Service Agreements and defining operational SLAs.
* Service desk Tickets/Incidents resolution, coordination, Assets & Vendor Management for all IT Hardware in all branches of United Western Bank in India and other customers (about 300) in Maharashtra & Goa.
* Service Desk Calls - Assignment & closure as per agreed SLAs for all customers like APMC, Tata teleservices, Infosys, BOM, United western Bank etc.in Maharashtra & Goa. Managed Hardware Installations & support too.
* Team Management – Handled team of Engineers for assignment and closure of the calls received and helped with Spares for calls closure wherever required.
* Spares & Logistics - Keen coordination with Acer india Ltd. for spares, logistic issues, invoices, follow-ups for payments. Raising tickets with Acer and maintain logistics.
* Office Administration - Stationary & courier management, records keeping, couriers, facilities, EPABX, Calendar & Travel management for MD, claims processing, & maintaining SLAs.
* Handled a team of 15+ engineers for calls resolution, shifting hardware & Asset Management.
* Handled secretarial activities arranging huddles, travel management, request approvals, gathering information and preparing reports etc
* Was actively involved in development for service desk tool for managing service calls, assets & MI reports. Coordinated with Development & testing team for inbuilt service desk tool. Trained Engineers across the state on usage of this tool for better service management.
* Report generation for customers & service engineers.

**Academics**

 Bachelor of Computer Applications SNDT University 2003

**Personal Details**

 Linguistic Ability : English, Hindi & Marathi.

 Marital Status : Married

I hereby declare that all the information provided above is true to the best of my knowledge

Date:

Place: Pune Madhavi Bhat