



Mrs. Rina Shinde

Assist General Manager
Vodafone Idea Ltd.

My Contact

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Soft Skills

- Problem solving
- Analytical skills
- Decision making
- Communication
- Multi-tasking
- Team Management
- Time Management

Profession courses

- **ITIL 4 Certified**
- **CCNA certified**
- **Red Hat linux**
- **AWS cloud Services**
- **Dev-ops**

Education Background

- Sharadabai Pawar Collage, Baramati
10th / 2002
85.73 %
- Sharadabai Pawar Collage, Baramati
12th/ 2004
81.83 %
- AISSMS Collage, Pune
UG (Bachelor of Electronics) / 2008
65.73 % First class

Achievements

- ·Awardeed with "**STAR OF THE MONTH**"
Three times for my contribution to the organization in enhancing customer Service experience operating with speed, Simplicity and trust.
- ·Nominated with "**VODAFONE MEGA STAR**" twice for best performance.
- ·Awardeed with "**LONG SERVICE AWARD**" after completing 12 years in Company.

Summary

15 years of experience in **Incident Management ,Change Management, Problem management, Service Management ,Project Management and technical support in Server management, Data centre management ,Linux System administrator in Networking & Telecom Domain.**

Training newly joined staff on Process Management .

An **ITIL 4 certified** professional.

Unique Analytical problem solving ability & Client with excellent communication skills.

Technical support to improve **operational efficiencies and performance.**

Highlights/Competencies/Experience

- ITIL 4 certified with experience in an ITIL environment.
- 5+ years in **management/leadership role**
- Good experience in **Service delivery management,Data centre management,Project management,Customer support management,Process improvement ,Escalation management,Team management , Vendor Management.**
- Delivering service against **SLAs** or agreed targets.
- Strong leadership and influencing capabilities.
- Excellent **Presentation & Communication** skills.
- Excellent **Documentation**,Quantitative,Research skills.
- Experience with **OLA's**, managing internal customers.
- Experience leading an IT team in Supervisor,Team Lead or Manager role.
- Experience with Incident/Problem/Change/Release management process, **ITSM process**
- Experience in **Linux** Server management
- Experience in **AWS cloud services & Dev-ops**
- Experience in Telecom domain OSS/BSS.
- Detail Oriented

Key Skills

Operating System : **Linux, Windows, Sun Solaris 10**

Tools: **JIRA, HPSM,Service now, Citrix, Winfoil, HP-TeMIP,VIPAM**
Skills: Linux administrator, AWS, Devops

ITIL Process: **HPSM tool, BMC remedy tool,Knowledge of ISO 20000/70 Incident/change/problem/release management,**

Telecom Domain: Good understanding of

GSM,CDMA,LTE Network Architecture , Hardware & Troubleshooting

Tools/Platforms: **Citrix,Winfiol,Reflection,HP-SM,HP-TeMIP,U2000**

CCNA domain: IP adressing , Subnetting Routing Protocol (OSPF,IGRP,BGP),VLAN,Switching, Standard Access-List,Extended Access list

Work Experience

- **Vodafone Idea LTd, Corporate technology, Pune**

Duration:-1st September 2019 – Till Date

Designation:- Assist General Manager- SNOOC Corporate technology

Roles and Responsibilities

- **Management Experience**

- **Manages internal & External customers/vendors -**

Taking review with customer/vendor

Customer issue get resolved timely manner with SLA meet

Manage team of level 1 & level 2

Management of Ericsson,Nokia,HP,Micro focus vendor & internal suppliers.

Develop and maintain professional /trustworthy relationship with Vendors.

Complete vendor assessment forms.

- **Proactive process improvement**

Take initiative to proactively analyse & identify area of improvement

Automate work to reduce manual error , save manpower & Time

Build new process to improve efficiency & customer satisfaction

- **Escalation Management**

Collect escalation matrix of different teams & Vendor

Making sure that escalation matrix should get followed

- **Technical Expertise**

Having knowledge of Linux,AWS, Dev-ops

Try to stay updated with current processes & reduce gap

Problem analysis and recording know error in KEDB.

- **Customer Relationship Management**

Build strong customer relationship

Understand customer requirement,issue and provide solution

Ensure customer satisfaction levels are maintained.

- **Team management**

Regular meeting,performance evolution,skill development

Team engagement & motivation

Responsible for assigning roles and responsibilities to team member.

Providing Training to Team on tools,Telecom Basics and Upcoming Technologies.

- **Reporting & Documentation**

Maintain Chronology of incident/problem

Activity tracker, Ticket tracker , Hardware tracker,Backup tracker,Availability tracker

Maintain SOP,MOP, KEDB

Focus on internal OLA's and interdepartmental reports.

Report on KPI's and SLA achievements, on daily,weekly and monthly intervals

Major incident reporting

Provide input/analysis on staff performance

Present Monthly service review

Prepare KPI, SLA and RNA reports on monthly basis.

Monthly RNA and overall outage analysis.Proactive actions on incidents.

- **Operation Management**

- To manage **ITIL infrastructure** under various competencies like Incident Management,Change Management,Problem Management.

- Overall responsibility for IT operations and daily maintenance duties.

- Responsibility for the **testing and monitoring** of all DR procedures.

- Responsible for Opening incident and track ,**categorise and prioritisation of incidents.**

- Providing expert level 2 support for solving incident.

- Handling all **P1 to P5 priority incidents** till its closure with proper escalations and RCA

- Ensuring problem TT for **repetitive fault**

- Taking personal control of critical tickets.

- Assign unresolved tickets to Vendor Support Team.

- Informing all **stakeholders** about intervals about incident status at agreed intervals.

- Ensuring **change request** for fault rectification/Change in network , Processing change request.

- Ensuring request generated for **Change and Service request(RFCs/CRs)** for service restoration.

- Responsible for **organising Change Advisory Board(CAB) and ECAB** meetings to support decision making and

- approval of change request(RFCs)

- Dedicated support to circle team for **SA/NSA fault rectification**

- **User Management** :- Tracking users of team and creation/Deletion/Modification/Reactivation of their credentials.

- **Service Delivery Management**

- Responsible for service delivery to all assigned customer to the Service Level Agreements(SLA) and Operational Level Agreements(OLA)
- Own the Major Incident Management Process and align all stakeholders as appropriate to drive the resolution, **SLA keeping all Stakeholders informed** of progress through regular communications during life-cycle of service event
- Manage the **service desk** tool, enhance and innovate where appropriate.
- Maintain, Monitor and improve services.
- **Identify project risks and issues . Maintain risk register and issues logs.**
- Deliver service in line with the Project budget .

Projects Executed

- **Project name :- Verizon , USA**

Period :-from June 2020 to Till date

Technology Stack:- AWS Cloud

Requirement :- Requirement was to **migrate all Physical Data centers on Virtual Cloud** as per Solution document.

- **Project Name : Vodafone Idea Ltd, India**

Period :-from Sep 2017 to March 2020

Technology Stack:-AWS Cloud

Requirement :-We have taken lead in **migration process of servers & data from on-premises data center to AWS Cloud as per HLD provided.**

- **Project Name : ADVA NTP, Vodafone Idea Ltd, India**

Period:- from June 2015 to April 2016

Technology Stack :- Linux

Requirement :- PAN India **Mobility OSS Linux server** around 100 Servers **synced with ADVA NTP** server for better network sync management.

- **Project Name:- Automation of daily task, Vodafone Idea Ltd, India**

Period :- from Sep 2014 to May 2015

Technology Stack :- Linux, Automation

Requirement :- **Automated daily routine activities** like Health check of server, Server NTP status check, alert for server disconnected from VI PAM with this we achieved Overcome human error. Reduce man hour. Increase in Time efficiency

- **Project Name:- UAT of servers, Idea cellular limited**

Period :- from Aug 2010 to Aug 2014

Technology Stack :- Linux, Telecom

Requirement :- **70+ New BSC(Server) acceptance & 10+ UAT** handled individually

- **IDEA Cellular LTd,Pune**

Duration:- from 1 April 2014 – 1 September 2019

Designation:- Manager –OSS/ENM–Linux System administrator–

- Overall **System Administration of Ericsson OSS–RC/ENM.**
- Ensuring latest **DMR & OMBS backup** of NMS.
- Played active Role in **Automation** of Daily activities like Health check of OSS/ENM, NTP check, Server disconnect from network.
- Weekly trice **review** with team to understand their issues , Knowledge sharing , Status checking of assigned responsibilities to Team members
- Weekly **review with Higher Management** to give summary of Activity completed, Support required, long pending issues.
- Weekly basis **CSR discussion with OEM** to reduce repeated issues in NMS.
- **Integration** of Radio, 2G nodes & Core network Nodes with OSS.
- End to end **troubleshooting** for the issues related to OSS platform, **Fault Management, User Management, Software/Hardware Management, STS Management and OSS applications** like C.N.A, OPS, ARNE, RNO, SMO, BSM and Element Manager.
- Perform release **upgrades** on live OSS servers and roll-out.
- Trouble **Ticket / Change Request** handling as per **SLA**
- Co-ordinate with **Vendor through Customer Service request (CSR)** for fault Analysis, Troubleshooting and take action in Maintenance window.
- **Migration** of RAN & CORE nodes from OSS to ENM server.
- Rollout for Automation of Daily routine activities
- **UAT** of servers after upgradation like SW upgrade & patch upgrade.
- Planning discussion with different teams to reduce **repeated issues** in server.

- **IDEA Cellular LTd,Pune**

Duration:- from 07 July 2008 – 01 April 2014

Designation:- Assistant Manager– Ericsson BSS RAN Operation

- Expertise in **managing cross-functional activities** and proficiency in coordinating with development, AT, UAT & operation team, enhancing their process; thereby achieving the required **quality level.**
- Expertise in monitoring & taking correcting actions on **Active faults** in Ericsson Circle
- Successful **clearance of 1000+ Active faults** in Ericsson
- Handling **Emergency situations** efficiently
- Find out **Root cause for KPI degraded cases**
- 50+ New node acceptance & 10+ **UAT** handled individually.
- Responsible for **user administration** of Nodes
- Analysing **KPI & reports**, Raising request for optimisation
- Optimisation & Planning of Hardware as per requirement of traffic
- **Change management**– Preparing scripts & configuration of luCs, luPs & lur over IP
- **Problem and incident management** – proactively review incident trends and report recurring issues to Problem
- Management, fixing them within **agreed SLAs**

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge.

Place –Pune

Date–

Signature

(Rina A. Shinde)