**Harshada Patil**

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**Address:** Link Road, Malad (w). Mumbai – 400 064

**Objective:**

Aspiring for a position as Release Manager for advancement and growth in operations management that leverages my expertise in implementing IT Service Management (ITSM) solutions based on ITIL processes.

**Experience Summary:**

I am associated with Altisource India Private Ltd. for last 3 years with total 7+ years of experience in supporting and testing’s Enterprise Resource Planning (ERP) Applications that allows an organization to use a system of integrated applications to manage the business and automate its functions. I have wide experience in the areas of Application support, Incident Management, Process Management, Release Management, Team Handling, Problem Management, User Training and Documentation.

**Professional Experience**

**Altisource India Pvt. Ltd.**

**Period**  : August 2016 to till date

**Role** : **Release Manager**.

* Complete ownership for reviewing, validating and approving release scope.
* Accountability for the delivery of all product functionalities and features scoped in release into PROD environment within agreed time, quality and functionality.
* Working with associated teams in ensuring changes are integrated into release code baseline in a cohesive manner which includes Release Blog review with the QA and Dev teams.
* Working on Test Cycle Management with various teams in ensuring that deliverables are tested successfully and signed-off.
* Implementing the new releases in the PROD environment which includes reviewing the playbook provided by Dev, compiling the code, rebooting the application, checking the log to see if any errors reported and finally completing the basic Sanity test.
* Managing Post Go-live warranty support for period of warranty.
* Providing timely updates to stakeholders and ensuring that expectations are met and addressed.
* Working on ticketing JIRA tool, ensuring that scope is managed/accurately documented always. Reviewing any new changes being accepted into release with approval by the key stakeholders.
* Risk Management – Managing, Addressing and Resolving any risks to the release.
* Status Update – Providing release updates and timely reporting

**Period**  : November 2015 to July 2016.

**Role** : **Sr. Software Analyst / Incident Manager**.

* Managing the entire Incident Management and escalation process.
* Ticket assignments as per skillset of individuals, workload and Priority.
* Auditing the medium priority tickets in the respective Queue and propose action plans to ensure that SLA and Operational Level Agreement standards are met.
* Handling conference bridge calls for Severity 1 & 2 incidents to minimize the impact of any outage and have the incident fixed restored in the define timeline.
* Handling day-to-day incident tickets and escalating to appropriate incident resolver groups and taking leadership as required for timely resolution of the incidents per SLA’s.
* Streamlining the process with regards to updating the Ticketing Service Now tool

with the relevant Product-Module Functionality, Resolution-Code, Issue-Cause, workaround availability and linking appropriate Knowledge-base article and Problem/PM tickets to the main Ticket.

* Analysis and reporting of incident trend data for creating reports.
* Working on Time Tracking report in JIRA, which contains details as number of hours worked per ticket and Categorize the ticket into Actual, Informational and Self-service which in turn helps management in Cost saving factor i.e. Bill the client on the actual number of hours worked and educate their End Users with Training sessions for ticket that categories as Self Service Task.
* Responsible for the delivery of effective change management that links project deliveries to the achievement of Business benefits.
* Managing the UAT calls, the cycle which involves testing the fix implemented in the UAT test environment, coordinating the testing between the End User and Software consultant until receiving sign-off and ensuring the testing results are met as per their Business scenario later communicating the same with approvals to the Developers.
* Ensure that all the activities designed to implement the change are as per standards and the policies should be well defined recognized and reviewed.
* Taking active part in leads calls, where strategies are defined, gaps are identified and solutions are proposed for achieving the desired MTTR, control the Incident Aging factor and effectively deal with the Client Escalations.
* Managing the Module Specific Tracker call, to share Priority ticket update on a weekly basis with the End User and Managers of the respective Department, address their concerns and keep them informed on the next releases of the fix to be implemented.
* Managing the Module Specific Tracker call with Relationship managers on behalf of the team for internal discussion on progress of the ticket.

**QAD India Pvt. Ltd.**

**Period**  : December 2013 to November 2015.

**Role** : **Application Support Consultant.**

* Expertise on software testing of various modules of the ERP application which includes entire process of End – to End processing.
* Handled technical support incidents of all severity levels with high complexity related to those Applications.
* Coordinating with respective technical teams with regards to resolving the incidents in timely manner.
* Worked on providing Root cause analysis along with planning for continuous improvement activities in co-ordination with the the Service Development team to improve Product quality.
* Monthly QA analysis of all incidents closed in support queue and providing reports.
* Documentation/Review of knowledge base Articles for continuous process improvement.
* Managing transition plan for interns.

**QAD India Pvt. Ltd.**

**Period**  : December 2010 to November 2013.

**Role** : **Associate Support Consultant**

* Working on ERP applications with Global Clients.
* Incident Testing’s on both Windows / Web Application and XML tools containing various modules as Black Box processing, Package Management Exception, Desktop Shipping.
* Basic knowledge on Technical Progress Programming Language which is the core programming language used on which most of the manufacturing applications are built on.
* Coordinating with the Services and Development team with regards to fixing the issue, involving working on JIRA tool.
* Conference Meetings calls with International offshore clients for discussion on application issue and work towards resolution within the given SLA’s.
* Expertise gained on testing “Precision – Global Trax” Web Transportation Application.
* Co-coordinating with Global Carriers management team like UPS, DHL, FedEx, TNT and JetPack over International Market includes Ireland UK, USA & Canada to enable smooth incident resolution in a timely manner.

**Educational Qualification/ Technical Certification:**

**MBA in Project Management**

Sikkim Manipal University, Feb 2011 – Feb 2013.

**Bachelor of Science in Information Technology (BSCIT)**Sikkim Manipal University, July 2007 – July 2010.

**Academic**

Canossa Convent High School, Maharashtra State Board, March – 2005.

**Certification**

* ITIL V3 2011 Foundation. (Certification Date - December 2017.)
* Sun Certified Java Professional, July 2010. (Certification Date - January 2011.)

**Personal Information:**

Date of Birth : 1st May, 1990.

Sex : Female

Passport : K0991075

Fluent Communication : English, Hindi and Marathi.

Hobbies : Reading, Traveling and Interacting with people.