

Naveen Sharma

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SUMMARY

With over six years of IT consultancy experience, I've transitioned into a leadership role at Accel IT Ltd. Specializing in incident management, SLA adherence, project guidance, resource optimization, IT operations standardization, and vendor partnerships, I excel in delivering successful projects within constraints. Committed to leveraging technology for innovative and cost-effective solutions, I thrive in navigating the dynamic landscape of the industry.

SKILLS

Project Planning, Resource Management, Communication and Stakeholder Management, Risk Management, Quality Assurance, Change Management, Incident Management, Proposal submission, Project Monitoring and Control, Documentation and Reporting, Continuous Improvement, Renewal, Billing & Invoicing, Collections, AMC contracts & FMS Support etc.

Other Skill: Advance Excel, Power BI Dashboarding, PPT, Flyers.

EXPERIENCE

ACCEL IT LIMITED

GURUGRAM, INDIA

Project Manager – IT Infrastructure AMC Support

Jul 2022 to till date.

- **Incident & Problem Management:** Oversaw the handling of incident and problem tickets, addressing high-aging issues, scheduling engineers, arranging hardware, and conducting daily review calls.
- **Project Reporting:** Supervised the management of project SLAs and KPIs, prepared and presented progress status reports, and conducted operations reviews with clients.
- **Resource Management:** Approved onsite resource attendance, managed attendance queries, HRMS issues, customer inductions, and developed backup plans for resources.
- **FMS Project Oversight:** Led the Facilities Management Services (FMS) project, including initiating hiring requests with HR, conducting interviews, and managing the induction process.
- **Attrition & Rotation Management:** Handled attrition and rotations by initiating Knowledge Transfer (KT), asset handover, and completing final formalities with HR.
- **Billing & Financial Management:** Managed project billing by submitting invoices, following up on payment status, approving monthly claims for onsite resources, and preparing profit & loss reports on a monthly and quarterly basis.
- **Vendor Management:** Oversaw vendor management, including obtaining quotations, handling new purchase requests, negotiating costs with service providers, and following up on vendor payments with the procurement team.

Worked on Projects- Industry

- Pharmaceutical, Automotive, Retail etc.

OYO Hotel and Homes PVT LTD.**GURUGRAM, INDIA**

Lead (Asset Management & Support)

May 2021 to Jul 2022

- Implemented a system to assign and track IT assets for employees, ensuring accuracy in IT Tracker records.
- Managed the de-allocation process for IT assets and facilitated returns or reallocation, maintaining a 100% accuracy rate.
- Collaborate with vendors and internal teams to manage SLAs and resolve asset issues.
- Conducted regular inventory verifications, resulting in a 95% accuracy rate and enabling proactive asset management.
- Assigned tickets to team members for efficient task management, reducing resolution time by 20%.

PayTM Insurance**GURUGRAM, INDIA**

Associate

Sep 2020 to Apr 2021

- Generated MIS reports for IT inventory, providing insights to management (Power-Bi).
- Responded promptly to end-user support requests via Ticket Tool (SNOW) and phone, email, or in-person.
- Installed, configured, and troubleshooted desktop and laptop application/hardware issues.
- Provided efficient technical support for printers(network/sharing) and office equipment, minimizing downtime.

Indiabulls Housing Finance Ltd.**GURUGRAM, INDIA**

Contact Centre Officer (IT Consultant)

Aug 2018 to Sep 2020

- Coordinated with vendors and teams for CRM development & Verified CRM components for accuracy.
- Identified and communicated bugs for resolution & collaborated for smooth integration.
- Provided feedback to enhance user experience.

I have also worked at Oxigen Services & WNS Global PVT LTD in CSD as executive between Dec 2015 and Jul 2018.

EDUCATION**B. Tech – Computer Science****Rajasthan, India**

Rajasthan Technical University

2011 to 2014

Diploma – Computer Science**Rajasthan, India**

Board Technical Education Rajasthan

2008 to 2011

CERTIFICATIONS

- ITIL4 Foundation Certification.