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SKILLS

ITIL

SQL

ITSM

Risk Management

Mainframes/CA7/Autosys

Bitbucket

SAS

Service Now

Confluence

Jira

Archer

AWS

Project Management

Data Manipulation/Investigation

Tableau

PMP

ETL

CRM

Incident Management

AWARDS

HARSHITA WALIA

IT MANAGER

SUMMARY

Results-oriented Support Manager with 13+ years of extensive experience in leading high-performing teams, driving operational excellence, and delivering projects on time, within budget, and exceeding customer expectations. Proven track record in managing complex technical implementations and providing exceptional customer support. Exceptional problem-solving abilities, strategic planning skills, and exceptional communication skills. Highly motivated, adaptable, and committed to driving systems and processes to optimize performance and deliver superior results.

EXPERIENCE

IT Manager

Jun 2016 - Present

TD Bank North America

- Managed enterprise-wide regulatory projects, 14 segments over 90 applications across the bank.
- Managing all the deliverables, making sure that the delivered project matches the briefed requirements and expected level of quality.
- Collaborate with Vendors to identify business objectives & align with project teams to ensure business needs and outcomes of the project are achieved, Negotiate, plan, and manage all support activities.
- Prioritize production incidents, requests, and problems appropriately, to maximize the output of the Production Support team and minimize service disruption.
- Being an escalation point for high/critical production issues and manage business expectations.
- Work closely with the team to ensure Process Controls are followed and Managed delivery handover and knowledge transfer into the operational team.
- Lead and chair the Incident, Problem and Change Management. Document the MOM's
- Good understanding and exposure to ITSM processes incident/ change/ problem/ configuration management.
- Responsible for performance management and compliance of processes within the team including appraisals, monthly ratings, discipline, etc.
- Managed teams in an onshore-offshore model and interact with vendors for the efficient running of project support.
- Preparing dashboard presentations based on CSAT and SLA .
- Work on Identifying the coverage gaps and recommend actions to maintain SLAs.
- Maintaing the document for root cause analysis and all requests and issues within tickets utilizing support of multiple ticketing platforms such as Service Now and Jira.
- Provide support by executing and monitoring batch jobs 24*7 in mainframes using CA7 tool and updating in service now.

TD Bank: ECRR TDUI Project for Win10 migration for 300+users :

Received an appreciation award from the business and technology leaders team for solely handling this migration of 300+ business users seamlessly without any impact on the primary application.

TD Bank: ECRR Ownership award

Received an appreciation award from the business and technology leaders team for successfully leading a deployment without any impact on business users. Diagnoses revealed a data issue that required 40 hrs of active and continuous engagement for myself and my team. This saved millions of dollars of ECRR projects from getting penalties.

Metlife: Certification of appreciation

Received an appreciation award from the business for supporting P1 issue and delivering it to users without any impact

HCL Technology

Received top performer award for 4 consecutive years out of 5 years of tenure.

- Actively working in the Projects / Business Priorities of the year and deliver the same as per roles and responsibilities assigned with full ownership and accountability.
- Drive review meetings including internal and third-party audience covering performance, service improvements and quality of various processes.
- Decide on team structure based on budget allocated to get maximum efficiency 24*7 with resources present across geo locations & time zones
- Conduct COE (Cause of Error)/Root Cause Analysis (RCA) meetings with stakeholders after major/critical incidents & ensuring in-time closure of action items by respective teams.
- Leverage Business Insights tools (e.g., PowerBI, Snapper reports, Salesforce reports) to identify and track trends or outliers that will impact the business and share this with the management team.
- Conduct 'Show & Tell' meetings with business users to showcase new enhancements done to the applications and collect feedback.
- Day-to-day support of direct reports (8-10) including frequent 1:1 meetings, performance reviews: half and full-year, monthly KPI feedback and quarterly R&R recommendations, escalating wherever necessary.
- Vast experience in managing the product or project support roles in consulting and in various projects.
Responsible for ensuring high levels of performance and accurate reporting using ITSM best practices & principles.
- Lead the weekly operations review meeting from an operational performance point of view.
- Maintain a log of KPI report in accordance with ITIL metrics.
- Work and Co-ordinate with teams onshore/offshore to expedite the case resolution with customer focus.
- Provided leadership and guidance to the support team, fostering a positive and collaborative work environment.
- Oversaw the delivery of software solutions and services to clients, ensuring on-time delivery and customer satisfaction.
- Conducted performance evaluations and provided coaching and mentoring to support team members, identifying areas of improvement and providing training opportunities.
- Developed and implemented support processes and procedures to improve the efficiency and effectiveness of the support team.

Sr IT Lead

Jul 2014 - Jan 2016

Metlife

- Leading the effort to streamline the support processes, reduce false alerts and data quality improvement.
- Collaborate with the Production Support team to establish best practices and improve performance.
- Measure and monitor progress to ensure application is support during or after warranty period on time and within budget.
- Use Active Directory knowledge to manage access entitlements between diverse systems.
- Provide mentor ship to junior members and help them up to speed and ensuring communication is clear to all stakeholders.
- Identify and bridge gap between MetLife team and onshore business team.
- Hands on experience for daily BAU and provide technical consultant / assistant to the team.
- Provide day to day support to 3 asset classes (Global Data Service, Client Onboarding, Global insurance clients).

- Coordinating with team to installations, upgrades, and maintenance.
- Work as team lead in the team and oversee the BAU of three asset classes as well as people management.
- Monitoring daily operations, including server hardware, software, and operating systems.
Perform constant file manipulation using VI Editor in Unix to insure data integrity.
- Participate in project delivery and maintenance activities, project transition and UAT to enhance individual knowledge and build on the knowledge required to support the application.
- Developed reports for business end users using report builder with updating statistics.
- Experience in using SAS to read, write, import and export to another data file formats, including delimited files, Microsoft Excel and MS Access tables or data manipulation.
- Import/Export tables from and to Microsoft Access.
- Managed and resolved incident tickets opened by clients through Service now.
- Automation scripts for server logs clean up and health check using Shell scripting.
- Maintain a log of KPI report.
- Keeps a log of incidents and examines and analyses received incidents.
- Identify incident trends, drive the reduction of incidents by analysing monthly alarm and ticket data, and investigate and resolve problems.
- Worked closely with the sales team to understand customer needs and identify upsell and crosssell opportunities.
- Stayed up to date with industry trends and developments, ensuring the support team had the necessary skills and knowledge to meet customer needs

Software Engineer
HCL Technology Ltd

Sep 2010 - Jun 2014

- Working 24*7 for monitoring jobs in SQL
- Providing End user support and troubleshoot production systems using my strong technical and problem solving skills.
- Responsible for coordination of the onsite and offshore teams for delivering services to client in a timely manner.
- Generating dashboard reports of server uptimes & services uptimes.
- Giving mandatory information of a defect to developers in order to fix it.
- Data flow monitoring from PDAM to CDR. Reporting the failed jobs and issues in data flow and remediating the data if required.
- Using Unix jobs making sure Ensuring data refresh in PDAM.
- Develops and provides key inputs to Change Requests.
- Exposure in Writing/Modifying functions in Oracle based on the change requests.

EDUCATION

MCA(Master of computer application)
Sikkim Manipal University

Bachelor of Computer Application
Sikkim Manipal University

PROJECTS

Production Support Manager

Anti-Money Laundering (AML) - Enterprise Customer Risk Rating (ECRR) Partnered with Global Anti-Money Laundering (GAML) to deliver global initiatives related to Enterprise Customer Risk Rating (ECRR) supporting business customers score which has detailed functional and non-functional requirements; source-to-target data mapping for both US and Canadian source systems, consultation for both tactical and strategic solutions, 'value added' insight and advise through data profiling, data quality, metadata enrichment and data lineage, and provided guidance on various support application to the support team.

Making sure the health and stability of the Point of Sale and the Shared Cash systems. I manage the production applications team consisting of intermediate and senior analysts, both technical and operations, handling day to day efforts such as implementing production changes, providing resolutions to production issues and managing production incidents. This is a high stressed environment as we process 15+ million transactions daily with a dollar value that on some days exceeds the billion dollar mark. The Point of Sale system is one of the largest in Canada, servicing over 420,000 merchant locations.

TECHNOLOGIES AND ENVIRONMENT:

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Workday, Peoplesoft, SAS, Hadoop, SQL, JIRA, Service Now, AWS, Bitbucket, SAS (AML), SAS Web report Studio, Risk Management (AML Manager), Archer, Oracle 10g, Jenkins.

DOMIAN WORKED ON

Banking and Finance
Insurance
Regulatory and Compliance (AML, KYC, Client On-boarding), Risk, Fraud
Data Governance and Security