

SAKSHI GUPTA

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Senior Analyst with over 10 years of work experience

PROFILE SUMMARY

- An ardent professional with expertise in **maintaining quality** as per corporate policies to ensure delivery of high-quality services
- **Certified ITIL Foundation** - Drive ITIL program to improve work practices and processes within the data center operations which included design and implementation of **Incident, Problem & Change Management processes**
- **Re-orient Service Management methodologies** to ensure improved focus on functional expertise and delivery of business critical services
- Exposure in **driving all projects** through aggressive project governance processes; skills in presenting changes, issues, risks and contingency to balance project resources, schedules and scope
- Out-of-the-box thinker with track record of establishing & **improving processes**, streamlining workflow and creating environment to enhance productivity
- Expertise in **mentoring, training & coaching teams**; evaluating their performance; conducting one-on-one sessions; providing feedback; planning targets, monitoring numbers and achievement of overall targets within quality parameters

EXPERTISE

Leadership & Team Management

Quality Management

Project Management

Service Management

Problem, Incident & Change Management

Process Improvement

ITIL Implementation

Data Analysis

PROFESSIONAL HISTORY



NOTABLE ACCOMPLISHMENTS

At American Express India

- Acknowledged for zero business & team leader reversals in 2020
- Appreciated for data analysis and feedback provided for the team to increase productivity.
- Recognized for efforts in maintaining basic team hygiene.
- Consistently met target assigned by the process within quality parameters.

At Wipro

- Recognized & rewarded for maximum productivity in the process in 2018

At HCL

8/11/2022

AXP Internal

- Promoted with L1 Performance Bonus and Cash Award in 2016
- Most Promising Fresher of the Year in 2015

EDUCATION

- B.Tech. in Electronics and Communication Engineering from Himachal Pradesh University in 2013
- 12th from St. Luke's Senior Secondary School, Solan, CBSE Board, Delhi
- 10th from St. Mary's Convent School, Kasauli, CBSE Board, Delhi

WORK EXPERIENCE

American Express India Pvt. Ltd. | Senior Analyst | Aug'19-Present

Key Deliverables:

- Steered the successful roll-out of projects with accountability of defining scope, setting timelines, analyzing requirements, prioritizing tasks, and identifying dependencies
- Implemented quality mechanisms to deliver desired output
- Conducted validation of Value Generation calls and Save A Card member calls
- Provided training and coaching/feedback sessions to team on quality policies and procedures
- Analyzed operational practices, identified the areas of failures, and worked on process changes for qualitative improvement
- Planned and implemented Email to CLIC transition for EMEA Card Pull (Project Owner) process enhancement.
- Supported in SFT Production Key renewal (Project Support) by testing and validating the successful resuming to normal function of the service.
- Imparted process training for APAC card pull for the entire Special handling team which helped in kickstarting the ongoing cross-skill initiative within the team for this year
- Worked with the CLIC product management team to explore the automation of daily holds and rejects report for APAC and shared the findings with the team
- Zero error feedbacks received for this entire year in monthly quality check activities

Wipro Pvt. Ltd. | Senior Administrator | 2018 – 2019

Key Deliverables:

- Worked as a part of the change management team for ITSM and integration
- Practiced and implemented ITIL to the data center operations
- Active part of process audits and improvements
- Training and feedback for a team of 12 members

HCL Technologies Pvt. Ltd. | Analyst- Senior Analyst | 2014 – 2017

Key Deliverables:

- Contributed in project management and project audits
- Worked on front line customer handling and quality analysis
- Certified ITIL Foundation - Worked on incident & change management with service integration initiative in projects and project data analysis & compliance management

PERSONAL DETAILS

Languages Known: English and Hindi