

PANKAJ JOSHI



Contact details

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Industry Sectors

IT (Service Management)

Roles Handled

1. Analytics Manger
2. Quality Assurance Manager
3. Quality Analyst
4. Technical Trainer
5. Technical Representative

Languages

English & Hindi

Other Attributes

1. Good Communication Skills
2. Positive attitude & willingness to learn
3. Sharing Knowledge
4. Grooming people to move up the ladder

Skills

1. Solving Problems Using Critical and Creative Thinking
2. Collaborate Globally
3. Effective communication and presentation skills
4. Feedback and coaching

Hobbies

Singing, Traveling & Photography

CAREER OBJECTIVE

To work in an environment where people gets motivates seeing my work. I get the opportunity to enhance my skills and let others grasp my skills and move ahead in their career.

AREAS OF EXPERTISE:

- ☐ Six Sigma Black Belt Certified
- ☐ ITIL Foundation Certified
- ☐ Service Integration & Management (Professional) Certified
- ☐ Data Science for Business (Foundation) Certified
- ☐ Business Analytics
- ☐ Executive Presentations
- ☐ Process Management / Process improvement
- ☐ Quality Assurance/Control
- ☐ Risk Mitigation
- ☐ Dispute Management
- ☐ Technical Services / Customer Services
- ☐ Detailed Root Cause Analysis
- ☐ MS Excel (Power Pivots)
- ☐ Data Management
- ☐ Reporting Management
- ☐ Mentorship Program (Coaching & Mentoring)
- ☐ People Management

WORK EXPERIENCE:

Company : IBM India Pvt. Ltd.

Duration : July 2010 till date

Current Role : Business Programs Manager – Analytics & General Services (August 2020 till date)

Function : Service Integration & Management (SIAM)

ROLE AND RESPONSIBILITIES:

- ☐ Performing Data Analytics and presenting to IBM and client leadership
- ☐ Developing live dashboards for monitoring and tracking
- ☐ Collaborating with different teams to drive insights basis data analytics
- ☐ Automating reports for various teams
- ☐ Enhancing usage of data analytics tools and techniques
- ☐ Managing and grooming Quality Analysts/Delivery Analyst
- ☐ Performing detailed root cause analysis of a problem and implementing the action items accordingly
- ☐ Handling Six Sigma Yellow Belt and Green Belt projects. Also train the team on Six Sigma methodologies
- ☐ Mentoring people for Quality Assurance and Analytics roles
- ☐ Effective Coaching & feedback to Quality Analysts & Customer Representatives
- ☐ Presenting weekly/monthly account performance to clients and account stakeholders
- ☐ Act as a catalyst to drive adherence to all aspects
- ☐ Workplace security compliance check

PROJECTS

- ☐ **Completed 3 Six Sigma Green Belt projects** on Customer Satisfaction Improvement, Net Promoter Score Improvement and First time Fix (FTF) improvement.
- ☐ **Completed Yellow Belt Six Sigma project** in Dec'2015 on Average Handle Time (AHT) reduction
- ☐ Completed multiple projects related to SCRUM, Agile & Design Thinking Methodologies
- ☐ Mentored Quality Analyst, Subject Matter Expert and First Line Managers on Six Sigma, Agile and Design Thinking projects.

Previous roles at IBM

- ☐ Technical Support Representative - July 2010 to Apr 2012
- ☐ Sr. Technical Support Representative (CTS) – May 2012 to Jun 2013
- ☐ Technical Trainer – Jul 2013 to Jul 2014
- ☐ Quality Analyst / Delivery Analyst – Aug 2014 to Oct 2016
- ☐ Quality Assurance Manager – Nov 2016 to Jul 2020

ACHIEVEMENTS

- ☐ **Biggest Achievement was to get awarded by Bombardier CIO and IBM Canada Vice-President for ‘Excellence in Service Delivery’ (2018) and ‘Business Analytics Champion’ (2019).**
- ☐ In IBM so far, I’ve been awarded as ‘Super Talented Achiever Award’, Best ‘Quality Analyst’ and ‘Quality Manager’.

EDUCATION & PROFESSIONAL QUALIFICATIONS:

- ☐ Graduate in Science from Delhi University - Passing year – 2010