

# SHALINI S PILLAI

## PROFESSIONAL SYNOPSIS

Experienced IT Professional with 10+ years in Incident Management, Requirement Analysis, Service Level Agreement and ITIL; with a history of working on the Oil & Energy and Logistics sectors. An Information Technology professional holding Masters of Business Administration (MBA) focused in Finance and Financial Management. A self-motivated, creative thinker, enthusiastic professional with strong communication skills exceptional work ethic and commitment to the organizational goals and objectives. Have proven experience in implementation of service desk initiative which includes process design and implementation.

## PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

**Senior IT Technology Support for Special Olympics World Games Abu Dhabi 2019    Feb- March 2019**  
**Adecco Middle East- Abu Dhabi**

- Work alongside the Venue Technology manager to ensure smooth operations of IT devices and Internet/Wi-Fi.
- Supporting staff across the venue with any connectivity/Network related issues; Wi-Fi, remote workers and remote teams during Special Olympics Abu Dhabi 2019 world games.
- Ensure the technical documentation are standardized and up to date, to ensure the smooth operations during the Special Olympics sessions.
- Working within the agreed SLA's while following the Games operational procedures and processes, managing many open cases at one time according to ITIL best practices.
- Identify and recommend technical improvement to venue Technology manager.
- Install IT equipment to venues prior to games start and collect/return equipment to storage after games end.

**IT Client Service Analyst- Global Support Services**  
**Weatherford Oil Tools Middle East- Abu Dhabi**

**July 2011 – August 2018**

- Gather, analyze and document end user requirements to technical information.
- Provide Level 1 and Level 2 IT support to internal users, contractors and virtual users using company resources.
- Creating incidents through the CMDB (BMC Remedy), managing various queues, documenting all the Troubleshooting techniques and Escalate incidents to the proper teams when required.
- Monitoring and supporting the investigation of all logged open incidents, following up with the required teams, updating support information back to the user.
- Supporting users using the Virtual Device Infrastructures provided by the company.
- Responsible for assisting internal users with their questions about standard software, third party software and Engineering Softwares( Autocad,CREO, Windchill etc)
- Managing the user's accounts using Active directory and working on OU groups.
- Configuring Cisco IP Phones (desktop) and Mobile devices (managing through Air Watch).
- Monitoring and alerting of Technologies including networks, storage, cloud services, virtualization, servers and OS, databases, middleware and business applications to the respective teams when required.
- Supporting all internal applications like Rig Asset Management System, Showcase, Hyperion and ERP applications like JDE and SAP.
- Monitoring and support of batch jobs done by the Central team using the Software Center and verifying user system is having the correct versions to receive them.
- Supporting major projects and raising risks and feedbacks to the appropriate team when required
- Assisting Service Desk Supervisor in team reports and process KPI.
- Managing and updating Service Desk Knowledge base using Microsoft SharePoint portal.
- Ensure all documents/process follow standardized and best practices.
- Undergoing internal applications and other trainings when required to support users.
- Perform other duties as assigned by Supervisor and management team.

**Infrastructure Management Associate for VIVA Telecommunication, Bahrain      Feb 2010-June 2010 Tech Mahindra Limited –India**

- Level 1 support for all IT application users
- Part of the technical writing team to document various documents as mandated by the department
- Troubleshooting application problems, delegating, coordinating and follow up on incidents.
- Coordinating with the support levels and end-user and provide proactive information.
- Provide training to end users on the current and future set of application.
- Liaison with user to ensure that requests or problem reports have been handled satisfactorily.
- Monitoring and managing Incidents, change requests, and asset inventory records.
- Proactively following up on all the incident and change management requests with the concerned Support levels within the organization.
- Making sure, the right process and procedures are followed as per the requirements specified.
- Generating of Reports and Analysis for better visibility and resolutions.
- Responsible for analysis of various reports and provide update to the senior management.

**IT Service Desk Analyst & co-ordinator, Bahrain Aug 2006 – March 2009 DHL Express B.S.C@– Muharraq, Bahrain**

- Troubleshooting and providing technical assistance for OS and standard application issues
- Delegating, coordinating and follow up on Service Level Agreement support calls.
- Monitoring performance levels and taking appropriate action on critical hardware
- Follow standard Service desk operating procedures and reviewing the same.
- Accurately log all Service desk contacts using HP service desk software.
- Capable of generating Monthly Reports on the services used by DHL for the management team.
- Analyzing and prioritizing on service calls when required.
- Unix account creation in critical application in DHL.

**Guest Lecturer-Part time      Jan 2010  
Global Institute of Management Science**

- To follow lesson plans, left by the permanent teacher.
- Teaching capabilities for different level groups and addressing various learning styles of students.
- To be able to maintain a climate of respect and fairness for all students.
- The ability to apply appropriate consequences for inappropriate student behaviour.
- The ability to use classroom instructional time appropriately.

**Accounts Assistant, Bahrain  
Power Tech International W.L.L**

**Apr 2009 – Sep 2009**

- Preparations of Sales Invoices, Delivery notes, Statement of Accounts, Financial Statements.
- Maintaining the Daily Cash flow in sales and entering them in accounting software (Tally Gold).
- Preparation of Reconciliation Statements and verifying the same with the bank details.
- Updating & following up on the payment receivables when required.
- Preparation of Receipts and other Format necessary for banking transaction.

**Research Analyst/Event Management Executive -Part time      March 2008-Dec 2008 ProAct Vision W.L.L**

- Conduct supplier assessments, identifying and evaluating potential suppliers.
- Gathers research information data on Corporate Social Activities done by various Organizations.
- Customer Service Strategic planning for Almoayed Contracting Group, Bahrain.
- Preparing Budget and assisting with business plan development.
- Manage proposals, contracts, and relationships with vendors to acquire the appropriate information to be able to develop forecasting models
- Preparation of Checklist and Data required to host and design the company Website.
- Documenting of Confirmations proposals & request from Hotels and other event Facilities.

**ACADEMIC SKILLS**

**Master of Business Administration in Finance**  
Sikkim Manipal University, Bahrain

**Apr 2008 – Apr 2010**

**Bachelor of Technology, Electronics & Communication**  
College of Engineering, CUSAT University, Kerala, India

**Jun 2002 – Apr 2005**

**TRAININGS**

	<b>Location</b>	<b>Date</b>
Influential Presentation	Weatherford Training Center,Abudhabi	May 1, 2014
Effective Time Management	Weatherford Training Center,Abudhabi	June 1, 2012
Customer Service Awareness	Weatherford Training Center,Abudhabi	June 1, 2012
Organizational Internship	CDAC,Cochin,Kerala, India	December 1, 2005
Organizational Study	Reliance Info Com,Kerala,India	June 1, 2005
Technical/Business Insight Workshop	Inglot, Bahrain	July 15, 2009
Mat Lab Programming Workshop	IEEE Organization,Kerala	November 18, 2005
WAN Technology Workshop	Cochin, Kerala	October 1, 2004
Python Basics	Udemy-Online	9/1/2020

**PROJECTS UNDERTAKEN**

- Completing various IT projects as part of IT Production environment in Weatherford.
- Working Capital Management Analysis for Batelco Telecommunication- year 2010.
- Device Driver Programming for keyboard in Linux for CDAC.year-2006
- Mobile Phone Sniffer Development with a presentation model. Year-2005
- Seminar Preparation on topic Surface Plasma Resonance.
- Corporate Social Responsibility(CSR) Activities conducted in Middle East
- Organized & coordinated Cultural Activities and Technology seminar part of IEEE.

**TECHNICAL SKILLS**

- Operating Systems: Win7/8/ 10
- Efficient with HP Open View Service Desk, Tally (Finance Tool), JIRA Service Desk, BMC Remedy Tool for data recording and reporting.
- Proficient in general utility software like Microsoft Office 365.
- Customer Relation Management tools- Oracle-Siebel and Billing Review Management (BRM).

**PERSONAL INFO**

**Birth Date:** 27/Nov/1984 | **Gender:** Female | **Nationality:** Indian | **Marital Status:** Married  
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**REFERENCES:** Available upon request