

**Sindhu Vasthare**

**Bangalore**

**Mobile: 9620926535**

**E-mail: sindhuvasthare@gmail.com**

## **Highlights**

My Intension is to achieve the visibility needed to drive career growth and unlock career opportunities.

With over 10 years of experience in I.T Industry working with Fortune 500 companies, I bring extensive knowledge to the table. I am enthusiastic, reliable and hardworking individual who gives away professional, efficient and high quality service to customers facing issues with respect to I meet deadlines, I am a team player.

I am a mother to an already perfect daughter and I thrive to become a perfect mother :) I love listening to music and I am a great cook. I am a solo traveller who loves to explore the unseen.

## **Academic Qualifications**

- Bachelor of Engineering in Information Science from City Engineering College, Bangalore under Visveswariah Technological University (VTU) in the year 2010 with 67% aggregate.

## **Projects and Assignments**

**Company Name: Microsoft**

**Start Date and End Date: December 2022-September 2024**

**Project:Proactive Grace Support Admin**

**Role: Product Led Growth**

**Responsibilities:**

Increased Customer reachability drastically from 72 percent to 89% within 2 months of joining.

Resolved cases with appropriate resolution which reduced re opened cases by 2%.

Introduced Copilot to premiere Customers to help them incorporate copilot in their daily activities.

Product led growth was a business strategy to Increase productivity by using their own products.

Daily task was to proactively contact Customers whose subscription was on a grace period.

Understand the reason behind renewal of subscription.

Whether they did not like the product, any technical issues, payment related issues, not working anymore etc

Verify if Customer has utilized all licenses and apps that they have paid for.

If they have not utilized guide them about the app and send appropriate training links n the same.

Understand Customers' needs and suggest them to use Copilot.

If Customer is saying I am finding it tough to manage to respond to all emails from client, help him use copilot to draft professional emails, summaries long thread emails.

If Customers business needs him to prepare word presentation or documents on a daily basis connect with him on remote sharing and guide him use copilot for the same.

Break the notion in Customer that Copilot/AI is here to help and not to steal their jobs.

Guide how copilot can help them achieve best quality productivity.

Achieved a CSAT of 97% in Customer engagement and achieved a csat of 95% in Customer feedback

Document each of the product related feedback provided by Customer and submit to engineering team.

Was a spokesperson in engaging Team activities like knowledge sharing and discussing opportunities.

**Company Name: Microsoft India**

**Start Date and End Date: May 2022- September 2022**

**Project: Microsoft Springboard Intern**

**Roles and Responsibilities:**

Joined Microsoft India as an intern through a program called Springboard which mainly focuses on giving career opportunity to women who are on career break for more than 6 months. Bagged the opportunity amongst 400 women who had applied for the position with 12 open positions.

Reduced response time using different ticket assigning methodologies.

Conducted weekly sessions with team mates to talk about challenges and opportunities to explore.

**Company: DXC Technologies**

**Start Date and End Date : October 2018- March 2020**

**Project: Shell**

**Role: Office 365 Administrator**

**Responsibilities**

Updated Customer contact base so that we have appropriate contact details during Critical Incidents which saved turnaround time.

Assisted in using different methods in creating shift roaster so that at any point of time there would be Process Lead/Tech lead and an engineer standby.

**Company: NTT Data**

**Start Date and End Date: July 2017-July 2018**

**Project: NTT Data APAC, EMEA and North America Users**

**Role: Migration Engineer and Office 365 Administrator**

**Responsibilities**

Created several Do It yourself documents related to Office 365 groups and mailbox permissions using which end user could assign and remove permissions for other users which reduced ticket flow. End user was sent out a survey post implementation and received 87% users were happy with the change as they need not wait for the ticket to be raised.

**Company: Wipro Technologies**

**Start Date and End Date: March 2015-December 2016**

**Project: Royal DSM**

**Role: Senior Project Engineer**

**Responsibilities:**

Daily activity included PST Migration and troubleshooting post migration issues. Documented the post migration technical issues and simple solutions that end user was expected to follow which in turn reduced about 5% decrease in ticket flow.

**Customer: CIMIC**

**Role: Senior Project Engineer**

**Responsibilities: Worked as Incident and Change Manager**

Role was to Identify trends on high call volumes that indicate a potential major incident. Review SLA report for each team and provide process wise suggestions accordingly, analyze customer satisfaction and dissatisfaction reports. Identified that no knowledge on ITIL Process by new joiners lead to delay in critical situations and hence Conducted Brown Bag sessions to educate the ITIL process for all teams which eventually lead to increase in about 10 to 15% SLA Target increase. Blocked change scheduled bookings by

closing changes to the Change Implementation 24 hours in advance so that change implementers understood what exactly had to be achieved which decreased the overall service downtime.

**Company: Microland Limited**

**Start Date and End Date : Feb 2011-January 2015**

**Customer: Waste Management ( US based customer)**

**Role: Exchange Administrator**

**Responsibilities:**

Daily Activities included Creating user mailbox and shared mailbox and Distribution Lists. Handling issues related to Outlook 2010 and Outlook 2007, Creating transport rules applying restrictions. Creating security groups for all the 3000 plus shared mailboxes reduced man work to an extent and saved time since the task was consuming. Performing maintenance and change activity on weekly and monthly basis on exchange nodes. Automated mailbox, Distribution List, security list creation which saved manual labour. Defined Knowledge Based Article which helped team with upgraded versions of technology.

**Company: Microland Limited**

**Customer: Microland Internal Employee**

**Role: Windows Administrator**

**Responsibilities:**

Daily activity included Creation of users and groups in Active Directory and Password reset and password unlock of users, Managing File and folder access and Creating Group Policies Assigning and releasing IP's through DHCP. I identified that there was no Standard Operating procedure for the activities and new joiners would find it absolutely clueless to start working with tasks. I have created several standard operating procedures to make it more welcoming and hassle free for the new joiners for which I was appreciated by the Client.

Learnt knowledge of protocols like TCP /IP, UDP, DNS etc

**Company: Microland Limited**

**Customer: Manipal University Of Learning**

**Role: Engineer Trainee**

**Responsibilities:**

Screening the Calls in the First Level to fix up the problem through Telephone and Mails. Generating & submitting the Daily, Weekly, and Monthly MIS Reports on or before the fixed date. Initiating bridge calls and co coordinating with different team in case of P1 incidents. I was one of the few NOC agent to receive promotion from Intern to Full Time Employee within 3 months of Internship because of my smart work and quick resolutions.