

Ujala Patil

Contact no.: 7021105664

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ITILv4 Certified

CAREER OBJECTIVE

Seeking a position to utilize my skills and abilities in an organization that offers professional growth while being resourceful, innovative and flexible. I also aspire to gain understanding of various functional domains along with improving my technical skills

Fr. C. Rodrigues Institute of Technology, Vashi Navi Mumbai

Role: Assistant Professor in CSE Department.

July'23 to till date

Conducting Lectures and Practical related to below Subjects.

- Internet Programming
- Block Chain Technology
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Indira Gandhi College of Engineering, Ghansoli(Navi Mumbai)

Role: Assistant Professor in CSE (AIML) Department.

Jan'23 to July'23

Conducting Lectures and Practical related to below Subjects.

- Cloud Computing & Artificial Intelligence

Reliance JIO Infocom on ASM Payroll

Role: Service Management support (Incident /Problem/Monitoring/Service Desk)

June'18 till Oct'23

- Ensuring Incidents are logged, progressed, updated, expedited and resolved within the scope of Service Level Agreement.
- Escalate incident and notify senior management as required to ensure communications are streamlined and executed.
- Opening Bridges and involving relevant stake holders to do impact analysis and resolve Incidents within SLA.
- Send timely SMS & email Communication & Document the progress of the case.
- Follow-up on RCA's and action items defined for permanent fixes.
- Interacting with Change Management teams to address Critical Incidents.
- Suggest process improvement areas and make recommendations to improve customer satisfaction.
- Monitoring, Creating and Escalating High Priority and Service requests.
- Managing alarms related to Multiple Domains including Applications, Infra, Network , ecommerce.
- Working knowledge of tools such as HP Service Manager, HPBSM, HPOMI, SPLUNK, Solarwind.

Govt. Engineering Colleg:3.5 Years

Lecturer in Govt Eng. College Ajmer: **July 2007 to December 2009**

Subject: Software Engg, Software Engg Lab, C language, OOPs ,

DSA, DSA Lab.

Lecturer in Govt Eng. College Ajmer: **August 2010 to March 2011**

Subject: Software Engg, Core Java Lab, Computer Graphics, Computer Graphics Lab

Lecturer in Govt Women Engg College Ajmer: **July 2011 to Nov 2011**

Subject: Software Engineering, Computer Graphics, Computer Graphics Lab

Certifications & Courses

ITIL v4 with 85%: July 2022

Persuaded Core Java and Advanced Java course : March 2013.

Software Exposure

Operating Systems : Windows 98, 2000,XP, 7
Languages Known : C language, C++ Language, Core Java
Lab taken : C language, C++ Labs. DSA labs, CG lab
Software Project lab, Core java lab

Achievements

- GATE QUALIFIED=77.22 Percentile Score
- Published a paper "Integrating CMMI Level 3 Risk Management with Traditional Software Development Cycle." in International Journal of Software and Engineering Application (IJSEA) on Jan 2012.
- Published paper "Integrated CMMI Maturity Level-3 with Traditional Software Development Process" National Conference on Web Services, Computing and Communication Technology(WSCCT-2011) in Yagyavalkya Institute of Technology, Jaipur.
- Published paper "Software Quality Assurance Standards" National conference on Recent Developments in Engineering Mathematics & Information Technology" in Poornima College of Engineering, Jaipur on 2009
- Awarded as Employee of the Quarter in 2022 in my role in Reliance JIO.

Qualification Summary

Examination	Institution	Board/University	Year	Percentage
MTech	Govt. Engineering College, Ajmer	Rajasthan University	2013	62%
B. E	Govt. Engineering College, Bikaner	Rajasthan University	2007	62%
XII	Sanitary Girls Sr. Sec. School, Ajmer	Rajasthan Board	2002	57%
X	Savitri Girls Sr. Sec.School, Ajmer	Rajasthan Board	2000	62%

Extra-Curricular Activities

- Co-ordinator of cultural events at ZEPHYR'05 held at Engineering College Bikaner
- Attended the "NATIONAL SYMPOSIUM OF INSTRUMENTATION-31" at Institute of Technology and Management, Gwalior
- Won I prize in Group Dance Competition for two consecutive years
- Attended a two-day seminar on "Entrepreneurship Development" held at Engineering College Bikaner

Personal Details

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