



Service Delivery Manager / Senior Analyst, Baltimore, MD – EZSDM012C

Specialized Area – Business Analysis

Specialized Skill – x - Other

Mandatory Skills

working Agile, Scrum, Agile Unified Process, Rational Unified Process-SOMA, SOA Gover

Job Description

Provide internal IT support with high level training on Project Management and best practices
Implement ITSM process to align business objectives and manage customer satisfaction
Coordinate & manage communications with Change & Release management for changes being deployed

Ensure the standard changes are deployed seamlessly

Develop and present report on Service Levels and status of initiatives to senior management

Identify improvement areas in incident response and problem management process

Implemented SOA Governance using the proven methodologies RUP SOMA and also WSRR roll out for the Development projects which eventually reduced the efforts and reusability achieved

Provide weekly status to the Client management on the progress and preventive action taken for unforeseen issues like: Unavailability of stakeholders, Holiday considerations

Develop the SharePoint portal and uploaded all the artifacts so that Business was able to access all the documents and this reduced efforts in finding documents across geographical locations

Provide High Level Architecture flow and High Level Design documents.

Have excellent analytical, problem solving and communication skills.

Expertise with SOA system implementations using Business Process Management (BPM), PMP & ITIL V3, Planner, Expert, Fusion, Registry and Repository (RR), CMMI.

Must be able to navigate in a Windows workstation setting, and have excellent knowledge of the Microsoft office suite (Word, Excel, and PowerPoint)

Strong verbal and written communication skills are critical.