

**Ranjana Kaushik**  
Service Delivery Lead | Technical Lead | Front-End  
Developer

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#### PROFESSIONAL SUMMARY

- Over 18 years of experience in software development and service delivery, with a strong focus on the BFSI and Airlines domains.
- 5+ years of expertise in Major Incident Management and IT Service Management (ITSM), ensuring rapid incident resolution and service restoration.
- Proven ability to lead cross-functional teams during critical incidents while minimizing business impact and maintaining stakeholder confidence.
- Hands-on experience across the ITIL lifecycle, including Incident, Problem, Change & Release, Access, Task, and Disaster Recovery (DR) management.
- Adept in CI/CD pipelines, DevOps practices, and BAU support for enterprise-grade applications.
- Skilled in conducting Root Cause Analysis (RCA) and implementing continuous improvement measures.
- Experienced in SLA adherence, KPI monitoring, and creating performance reports for service quality tracking.
- Strong communicator with experience in stakeholder management, client engagement, and leading review meetings with senior leadership.
- Deep understanding of software design and development, including system architecture, technical documentation, and unit testing.
- Proficient in team leadership, mentoring, and providing hands-on technical support across geographically dispersed teams.
- Extensive experience in cost/time estimation, resource planning, and budget management for technology initiatives.
- Expertise in authoring and reviewing BRDs, SRS, and technical documentation, including UML and process flow diagrams.
- Strong background in database design and development, including SQL queries, stored procedures, functions, and packages.
- Proficient in developing and deploying Web Services, WCF, and implementing applications across Dev to Production environments.

- Experienced in Agile, Scrum, and Waterfall methodologies, and tools such as JIRA, ServiceNow, OpsGenie, and Axis.
- Well-versed in code review, solution validation, and Go/No-Go decision-making for production releases.
- Hands-on experience with cloud deployments, Windows schedulers, JAMS client, and on-call / third-party support coordination.
- Strong analytical mindset with a commitment to continuous learning, process optimization, and technical excellence.
- Known for being a quick learner, excellent team player, and a calm performer under tight deadlines and high-pressure environments.

## EDUCATION

**Master of Business Administration, PGDBA- Finance Management, 07/2013 Symbiosis Centre for Distance Learning - Pune, India**

Specialisation in Finance Management with 59.4 %

**Bachelor of Engineering, Computer Science, 06/2005 R.I.E.T. Jaipur (Rajasthan University) - Jaipur, India**

Specialization in Computer Science with 74.2%

## CERTIFICATIONS

- **Certified Scrum Master**
- **Certified in ITIL@4 Foundation in Service Management**
- **Certified in Microsoft Azure Fundamentals**
- Microsoft Certified Technology Specialist (.Net Framework 3.5, ASP.Net Applications) & MCP

## TECHNICAL SKILLS

<b>Project &amp; Service Management methodologies</b>	Agile/Scrum, ITIL, DevOps, SIAM, Incident/Change/Release Mgmt, Lean, Waterfall
<b>Configuration Management Tools</b>	Visual SourceSafe, TFS, SVN-Tortoise, Subversion, Perforce, GitLab, GitHub
<b>Tools Used</b>	Service Now, AXIS, JAMS Client, JIRA, Wiki-Confluence, Sharepoint, Kimble, Slack, SolarWinds, AppDynamics, Splunk, OpsGenie, Fire scope, Ms Office, Microsoft Visio, Microsoft Word, Microsoft Excel, Lucid Charts, Safari, Chrome, Firefox, IE

<b>Testing Tools</b>	SOA (Para Soft) Testing Tool, Visual Studio Unit Test Project, Selenium WebDriver
<b>Language/ Script</b>	C#, VB.net, UML, .Net Architecture, Java Script, jQuery, CSS, HTML, XML, Centura, VB6.0, Com Component, HTML Help, SQL, PL/SQL, JavaScript, React, Redux
<b>Dot Net Framework</b>	.Net Framework 1.1/2.0/3.0/3.5/4.0, Visual Studio.Net 2003/2005/2008/2010/2012
<b>Environment</b>	Monterey (macOS 12), Windows 2007, Windows 2008, Windows XP, IIS, Message Queue, Windows Scheduler, Cloud Server
<b>Web development</b>	ASP.Net, WCF, Web Services, ASP.NET MVC, ASP.NET MVC4, Entity Framework, .Net Core, Web Api
<b>Databases</b>	Oracle, MySQL, MS SQL Server 2000-2014, PI/SQL, MS-Access, DocBase
<b>Reporting</b>	Business Object Crystal Report XI, SSRS 2008
<b>Cloud Platforms</b>	AWS, Azure
<b>Documentum</b>	DFS, DFC, Documentum Server

## WORK EXPERIENCE

**Deep Consulting UK Ltd., Coventry, Warwickshire, UK**

**Aug 2022 to Feb 2025**

**Role: Service Delivery Manager, Service Delivery Lead**

**Tools/Technology:** Agile, Scrum, Kanban, JIRA, Confluence, SharePoint, ServiceNow, SolarWinds, AppDynamics, Splunk, MS Office

**Environment:** Windows 2007

**Responsibilities:**

- Collect required information from business/client for raised incident.
- Led daily Scrum meetings and facilitated all Agile ceremonies for effective sprint execution.
- Managed a 6-member team, overseeing daily operations, incident queues, and problem resolution within SLA targets.
- Collected business inputs for incidents, created and managed problem tickets, and supported the team in resolving technical blockers.
- Monitored service performance and KPIs and maintained detailed incident management reports for senior leadership.
- Conducted regular team training sessions on incident response protocols and encouraged timely status updates for visibility.
- Reviewed solution documents for changes, enhancements, and problem tickets.

- Engaged with senior management and stakeholders to gather feedback and identify areas for service improvement.
- Handled resource planning, cost estimation, and time forecasting for project requirements.
- Led Change Management efforts including CAB meetings, deployment planning, and rollback preparation.
- Communicated application downtime and deployment updates to users and third parties
- Implemented SIAM for IT projects to enhance service integration and delivery.
- Managed and led the Major Incident Management process, coordinating with stakeholders to ensure rapid resolution and root cause identification.
- Provided technical guidance and mentorship to the team to ensure consistent service delivery and SLA adherence.
- Participated in change management processes to ensure smooth transitions and minimize service disruptions.

**Crimson Macaw, Manchester, MAN, UK**

**Nov 21- June 2022**

**Role: Consultant Delivery Lead**

**Tools/Technology: Tools:** Agile, Scrum, Kanban, JIRA, Confluence, SharePoint, Lucid charts, Kimble, Slack, OpsGenie, SolarWinds, AppDynamics, Safari, Chrome, MS Office

**Environment:** Monterey (macOS 12)

**Responsibilities:**

- Conducted daily Scrum and stand-up calls with internal teams and clients, ensuring alignment and progress tracking.
- Gathered client requirements and maintained a well-prioritized product backlog.
- Supervised a 6-member team, delegating tasks and overseeing daily operations and SLA compliance.
- Facilitated all Agile ceremonies including Sprint Planning, Reviews, and Retrospectives with customers and teams.
- Managed Incident, Problem, and Change Management processes, ensuring timely resolution and minimal service disruption.
- Led major incident management efforts, coordinated across teams, and conducted post-incident reviews and root cause analysis.
- Handled IO Service Management and implemented SIAM for streamlined service integration.
- Planned resources, managed budgets, and maintained key incident documentation for senior management.
- Developed deployment runbooks and executed production changes with rollback strategies when required.
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**Wipro Technologies, Pune, India**

**May 2010 to Jan 2019**

**Role: Service Delivery Team Lead/ Onsite coordinator**

**Project 1: Lex Auto lease - Manchester, UK (Vehicle Leasing – LBG group)**

**Tools/Technologies:** Visual Studio 2008/2010, SQL Server 2005, 2008, 2014, .NET 3.0/3.5, C#.Net, ASP.Net, ASP.NET MVC, .Net Architecture, WebApi, .NetCore, Visual SourceSafe, GitLab, MS Office, SSRS, Java Script, JQuery, Agile, Scrum, Selenium WebDriver, Azure devops, Service Now, Confluence, JIRA

**Environment:** Windows 2007, Cloud, .NET 3.0/3.5, VS .NET 2008/2010

**Description:** The project encompasses a suite of applications designed to support various user groups within a vehicle leasing and management ecosystem. It includes three core applications:

1. **LAI (Lease Application Interface)** – Designed for Fleet Managers and Drivers.
  - Fleet Managers can create quotes and vehicle orders for drivers, access comprehensive driver and vehicle data, generate reports, and manage bookings.
  - Drivers can independently generate quotes and orders for vehicles and log mileage information.
  - **LBS (Lease Broker System)** – Targeted at Brokers and Dealers.
  - Brokers can create quotes and orders for drivers, access driver and vehicle data, and generate reports.
  - Dealers can manage vehicle orders and provide necessary updates to brokers.
  - Enables users to create vehicle quotes and orders, as well as access relevant reporting features.
2. **LDP (Lease Driver Portal)** – A dedicated portal for drivers to manage their leasing activities.

Additional applications include PASA, L4B, LAAdmin, and Connect, developed using Centura, supporting administrative and integration functionalities across the platform.

**Role: Technical Lead - Client BAU Production Support Team (BAU)/ Onsite coordinator**

**Project 2: Lloyds Banking Group (LBG)- London, UK (Banking)**

**Tools/Technologies:** VB6.0, MS Access, C#.Net, Sql Server, Agile, Scrum, Crystal Reports, MS Office, Sharepoint

**Environment:** Windows XP

**Description:** IPS Modernization & Support

The IPS project involved the modernization, enhancement, and ongoing support of multiple legacy applications originally developed using outdated technologies such as MS Access and Visual Basic. The project progressed from the Knowledge Acquisition phase to a Business As Usual (BAU) support model. The primary responsibilities included migrating legacy systems to modern platforms, managing incident resolution, delivering enhancements, supporting deployments, and ensuring stability across integrated systems.

1. **IPS Cluster – Payment:** A suite of smaller, business-critical applications (including MOLES, Travellink, ISB, SWD, SLD, and TI Swift), originally built using legacy technologies such as VB6.0, Clipper, DBase, MS Access 97, and Classic ASP on Windows XP.
  - Several applications were successfully migrated to modern technologies such as C#.NET, SQL Server 2005, MS Access 2010, and Windows 7.
  - Responsibilities included DTP (Defined Technology Path) planning, modernization, issue resolution, and customer support.
2. **Loans & Borrows:** A legacy VB6.0 application migrated to modern web architecture using **ASP.NET MVC 4, Entity Framework, jQuery, SSRS, and SQL Server 2008.**
  - Involved in full-stack development, migration strategy, testing, and production deployment.

3. **PBAM (Performance & Business Analytics Module):** A dashboard application that consolidates data from multiple databases to provide both IT and business users with visual performance insights.
  - Focused on data integration, performance optimization, and usability enhancement.

**Role: Service Delivery Team Lead/Manager/ Onsite coordinator**

**Project 3: RACQ- Royal Automobile Club of Queensland, Brisbane, Queensland, AUS (Insurance)**

**Tools/Technologies:** Visual Studio 2003/2005/2008/2010, Visual Basic 6.0, VC++, Web Services, Oracle 11.0, .NET framework 2.0/3.0/3.5, Vb.Net, .Net Architecture, Perforce, MS Office, Com Components, Agile, Scrum, Kanban, AzureDevops, Cloud, Service Now, Confluence, JIRA, SolarWinds, AppDynamics, Splunk, JAMS Client, FireScope, Sharepoint

**Environment:** Windows 2007, Cloud, .NET 2.0/3.0/3.5, IIS, Message Queue, Windows Scheduler

**Description: CAD & CARS Systems:** This project involved supporting and enhancing multiple business-critical applications used by different user groups within RACQ for roadside assistance and member service management.

1. **CAD (Computer Aided Dispatch) System:** A centralized dispatch solution used to capture roadside assistance requests and allocate jobs to patrol teams and tow truck operators.
  - Utilized by multiple user groups, including the **CCS team, Service Providers, Administrators, and Customer Support Personnel (CSPs)**.
  - The system comprises several integrated applications to streamline dispatch operations and service coordination.
2. **CARS (Customer Assistance and Response System):** A system used by the CCSD team to manage incidents covered under RACQ's extended member benefits.
  - Key functionalities include claim creation, service tracking, docket entry, and account management.
3. **Legal Database:** An application designed to maintain legal records and their historical data, ensuring accurate and compliant data management.
4. **RACQ Mobile App:** A mobile application providing members with easy access to roadside assistance services and account management features.
  - Developed and supported the RACQ Mobile App, enabling members to request roadside assistance, manage memberships, and access real-time service updates.

Ensured seamless integration with backend systems, enhancing user experience and service efficiency for on-the-go support.

**Role: SME Practitioner- Client BAU Production Support Team/ Onsite coordinator**

**Project 4: Lex Auto lease- Birmingham, UK (Vehicle Leasing – LBG group)**

**Role: Technical Lead / Onsite coordinator**

**Project 5: United Airline- Houston, Texas, USA (Airline-RCTG)**

**Tools/Technologies:** Visual Studio 2008/2010/2012, SQL Server 2005,2008, .NET 3.0/3.5/4.0, ORACLE, C#.Net, ASP.Net MVC4, Entity Framework, DFC, DFS, .Net Architecture, Microsoft Visio, UML, Documentum server, DocBase database, TFS, MS Office, MS Studio Unit Test, Agile, Scrum, JIRA

**Environment:** Windows 7, Windows Server 2008, .NET 3.5/4.0, VS .NET 2008/2010/2012

**Description:** Developed, enhanced, and supported IT applications related to Maintenance, Repair, and Overhaul (MRO) operations across United Airlines and legacy Continental Airlines systems.

Key applications included eSFR, WCB, SPECLoader, WCP, Illustration Migration, and Doc Extractor, supporting aircraft documentation and compliance workflows.

Implemented enhancements to the eSFR application, enabling efficient management of aircraft maintenance records and compliance documentation.

**Role: Technical Lead**

**Project 6: Charles Schwab – Pune, India (Finance & Security)**

**Tools/ Technologies:** Visual Studio 2010, WCF, SQL Server 2005, .NET 3.0, PL/SQL, C#, ASP.net, Microsoft Visio, UML, TFS, MS Office, Microsoft Visual Studio Unit Test Project, SOA (Para soft) testing tool, Agile, Scrum, Lean, Kanban

**Environment:** Windows 7, .NET 3.0, 4.0, VS .NET 2010, TFS

**Description:** Developed and supported Schwab Intelligent Integration (SII), a CRM-centric integration hub that streamlines advisor workflows by centralizing access to client data, documents, tools, and portfolio insights.

Implemented WCF services to enable seamless data exchange between portfolio management systems, CRM platforms, and Schwab Advisor Center, enhancing client servicing and operational efficiency.

Key applications included SII, SII Admin, and SII Web, which provided a unified interface for advisors to manage client interactions and access critical information.

**Responsibilities:**

- Led daily Scrum meetings, sprint planning, backlog grooming, and all Agile ceremonies with onshore/offshore teams.
- Managed a 6-member team, overseeing day-to-day operations, incident management, and production support.
- Coordinated with clients and stakeholders for incident resolution, change requests, and continuous service improvement.
- Ensured SLA compliance, monitored KPIs, and led major incident and problem management processes.
- Handled user access management, asset management, and disaster recovery planning and execution.
- Conducted post-incident reviews and technical trainings, reviewed and validated deployment plans and rollback strategies.
- Delivered enhancements and PenTest solutions, supporting application modernization and DTP initiatives.
- Prepared and maintained documentation, including solution designs, runbooks, integration flows, and technical manuals.
- Collaborated with cross-functional teams for UAT sign-off, change implementation, and SIAM deployment for IT projects.

**Nuware Systems Pvt. Ltd., Bangalore, India**

**Apr 2008 to May 2010**

**Role: Senior Software Engineer****Project: PFM (Finance)**

**Tools/Technologies:** Visual Studio.NET, C#.Net, VB.Net, ASP.Net, Web Services, SQL server 2005, Crystal Report XI, Visual Source Safe, SVN, MS Office, Microsoft Visio, Waterfall

**Environment:** Windows XP OS, .NET framework 2.0/3.0, Visual Studio .NET 2005, 2008.

**Description:** CD Application, Website Migration, Internal Application Command processor & Statement and Confirmation. Generate statements on the duration basis like daily, monthly. Statements are daily confirmed, Monthly summary and Monthly individual etc.

CoveoTool: Scan the document properties and save in DB, edit properties at file/folder level and update db., Import/export properties with excel sheet and apply properties to the document.

RFP: Web based application. Admin creates the RFP for clients, attaches questions, answers by the vendors who respond to the RFP. Based on the vendor's response Admin creates the scorecard for vendors and selects the highest scorer vendor for that RFP. In this application, there are separate home pages for Admin, Client or Vendor and Site members. Vendors can register themselves or by the Admin. Client and Site Member created by the Admin.

**Responsibilities:**

- Created and managed all the reports using crystal reports.
- Analyzed requirements for various applications and translated them into functional solutions.
- Designed and developed user interfaces, performed coding, and conducted unit testing to ensure quality delivery.
- Designed and implemented web services for system integration and data exchange.
- Web service design and develop
- Created and managed dynamic reports using Crystal Reports to support business decision-making.

**Colonel Software Pvt. Ltd., Jaipur, India**  
**2008**

**May 2006 to Mar**

**Role: Software Engineer****Project 1: PCOutlook**

**Tools/Technologies:** SQL Server 2000, MS Office, Visual Studio.NET, C#.Net, Waterfall

**Environment:** Windows-XP, .Net framework 2.0

**Description:** Developed a supplementary application to manage additional information and activities not supported by Microsoft Outlook. Enhanced user productivity by extending Outlook's capabilities with custom features tailored to organizational needs.

**Project 2: Cheap Raffle Ticket Management**

**Tools/Technologies:** SQL Server 2000, Visual Studio.NET, .NET Framework, C#.Net, Asp.Net, web Services, MS Office, Waterfall

**Environment:** Windows XP, VS.NET 2003, .Net framework 1.1



**Description:** Developed a lottery-based online purchasing platform with features for product management, dynamic advertisements, and user data handling across customers, business associates, and support users. Integrated email notification services to keep users informed on purchases, promotions, and account activity.

### **Project 3: HOM**

**Tools/Technologies:** SQL Server 2000, Visual Studio.NET, VB.NET, Crystal Report XI, .NET Framework, MS Office, Waterfall

**Environment:** Windows XP, VS.NET 2003, .Net framework 1.1

**Description:** Developed a 3-tier client-server ERP application to automate sales, purchase, production, and accounting processes for Hari Oil Mills (Shri Hari Industries), Bharatpur, Rajasthan. The system manages end-to-end mill operations, including transaction tracking and reporting for inventory, finance, and production workflows.

### **Project 4: Product Management**

**Tools/Technologies:** SQL Server 2000, Visual Studio.NET, VB.NET, Crystal Report XI, .NET Framework, MS Office, Waterfall

**Environment:** Windows XP, VS.NET 2003, .Net framework 1.1

**Description:** Product Management System is used to handle the Product information. It is basically used for handling the images of the product.

### **Responsibilities:**

- Designed and developed reports using Crystal Reports to support business operations and data analysis.
- Conducted requirement gathering, system analysis, and created detailed technical documentation.
- Led UI design, application development, coding, and unit testing to ensure high-quality deliverables.
- Performed bug fixing, application maintenance, and feature enhancements for existing systems.
- Designed and developed databases to support application functionality and performance.

### **REFERENCES**

Available upon request.