

Bindu Sri Amballa

<https://www.linkedin.com/in/bindu-sri-amballa-3292a5198/> | Email: bindusri.amballa2000@gmail.com | Mobile: 8179137877

PROFESSIONAL SUMMARY

Senior Analyst with 2+ years of experience in creating and managing incidents and requests using ServiceNow tool. Skilled in IT Service Management, team leadership, and stakeholder communication, with a strong focus on incident resolution, continuous improvement. Possesses technical expertise in Windows and VMware administration, enabling effective collaboration with technical teams to resolve incidents and improve service quality. Seeking a challenging role that leverages my expertise to deliver high-quality services and exceptional customer experiences.

EXPERIENCE

Senior Analyst

Capgemini Technology Services India Ltd

Oct 2022 – Present

Mumbai, Maharashtra

- Collaborated with cross-functional teams comprised of multiple organizations to accomplish shared objectives and meet project milestones successfully.
- Well-trained as provided technical support and troubleshooting for Windows systems and VMware management.
- Installing, configuring, and managing Windows operating systems, including Windows Server and Windows Desktop. Managing Active Directory, including user and group management, group policy management, and domain controller management.
- Managed and maintained Windows servers, including file servers, print servers, and application servers, ensuring high uptime and availability. Troubleshooted and resolved complex issues with Windows systems, including hardware and software problems, to minimize downtime and ensure business continuity.
- Performed the installation, configuration, and management of VMware virtualization platforms, including vSphere, vCenter to ensure the smooth operation of virtualized environments, providing a stable and efficient platform for running virtual machines (VMs) and applications.
- Analyzed and reported on data, including creating pivot tables, charts, and reports in Excel.

PROJECTS

IKANO Bank

June 2023- Present

- Led the incident management process for a bank, handling high-priority incidents and minimizing service disruptions.
- Coordinated with IT teams, vendors, and stakeholders to resolve incidents efficiently and within SLA targets.
- Communicated incident status, progress, and resolution to stakeholders, including technical teams, management, and end-users.
- Developed and maintained incident reports and dashboards, providing regular updates to senior management and key stakeholders.
- Conducted post-incident reviews to assess the effectiveness of response actions and identified opportunities for process improvements.
- Implemented and optimized incident management processes, leading to a 15% improvement in response and resolution times.
- Continuously monitored and evaluated incident management processes, identifying areas for improvement, and implementing changes to optimize incident resolution and prevention.

TECHNICAL SKILLS

Languages : HTML, CSS, SQL

Operating Systems : Windows, Linux

Additional Skills : VMware administration, Active Directory, Group Policy management in Windows, Excel

EDUCATION

Usha Rama College of Engineering and Technology

Bachelor of Technology: CGPA- 7.82

Telaprolu, Andhra Pradesh

June 2018 – June 2022