

# Jasmine Bell

## Incident Manager

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## SUMMARY

Passionate and driven Incident Manager with 3+ years of experience in leading cross-functional incident response and risk communication. Highly skilled in translating technical jargon into clear and concise communications, ensuring a prompt and efficient resolution of incidents. Proven track record in process improvement initiatives, realizing significant time and efficiency gains. Strong strategic thinking and problem-solving abilities, demonstrated in successfully managing critical incidents and implementing automation tools. Bachelor of Science in Communication and ITIL Foundation and PMP certified. Fluent in English and Dutch. Excited to bring my expertise and drive for excellence to a dynamic company like Adyen, leveraging my technical affinity and communication skills to further enhance incident management practices.

## EXPERIENCE

### Incident Manager

#### Adyen

📅 2022 - Ongoing 📍 Amsterdam

Managed and coordinated the response to critical incidents impacting customer experience, resulting in a 30% reduction in resolution time. Developed and implemented a comprehensive incident management program, including emergency operating procedures and communication strategies. Collaborated with cross-functional teams to drive process improvements and automation, leading to a 20% increase in operational efficiency.

- Communicated ongoing incidents to customers and internal stakeholders, translating technical jargon into easy-to-understand communications.
- Facilitated incident mitigation, recovery, and resolution for high-risk incidents, ensuring prompt and efficient response.
- Developed and managed a comprehensive incident management program, including emergency operating procedures.
- Worked with Reliability Engineering and Tech Org to improve incident tooling, reliability, and user communications.
- Collaborated with personnel and teams across the organization to ensure the best possible customer experience.
- Served as a feedback loop for the organization, gathering customer feedback and communicating customer needs to product and management teams.

## MY LIFE PHILOSOPHY

In every crisis, there is an opportunity to excel.

## STRENGTHS



### Strategic Thinking

Utilized strategic thinking skills to manage cross-functional initiatives, resulting in the successful implementation of process improvements and automation.



### Communication

Demonstrated strong communication skills by effectively translating technical situations into easily understandable communications, ensuring efficient incident response.



### Problem-solving

Exhibited exceptional problem-solving skills in identifying inefficiencies and potential risks, proactively taking actions to mitigate risks and drive continuous improvement.