Jyotirbindu Patnaik
Associate consultant@SAP labs , Bangalore Karnataka

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Experienced incident and change coordinator and strongly skilled and dedicated ITIL Expert with
a superior work ethic and management satisfaction record. Widely and deeply knowledgeable
in all aspects of ITIL management and coordination. Adept multitasker able to deal a very high
priority complex situations with accuracy and professionalism.

Willing to relocate to: Bangalore, Karnataka

WORK EXPERIENCE

Associate consultant

Sap labs

Incident and change management coordinator,
dealing with the escalation process of company products.
Notifying the customer as well as stake holders regarding the on going issue as well as helping
problem management team to provide RCA.

Associate consultant

Sap labs

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Joining date from: January 25, 2017
Designation: Associate Consultant
Company: SAP on the payroll of Bristlecone India LTD.

Roles and responsibilities: -
Incident Coordinator:
1. Following the escalation process and handling the high priority incidents by initiating the
troubleshooting call and driving the entire call till the issue gets resolve.
2. Capturing the entire chronological order to provide the RCA for the unplanned downtimes.
3. As an incident coordinator, I was informing the internal stakeholders regarding the unplanned
downtimes/high priority issue by sending the notifications periodically.
4. Post handling the issue we were updating the MTTR and monthly outage tracker to have a
clear records of unplanned downtimes.
5. Monitoring the tools like Catchpoint, Pingdom, CSS for quick find of availability alerts and trying
to troubleshoot by initial analysis ASAP.
6. Preparing the documents for all the new process and update it as per its new changes.
7. Providing the reports (KPI/Availability/IRT-MPT) on weekly and monthly basis to the
management to minimize the number incidents.

8. I was analyzing regarding the number of incidents and alerts received,
and providing the entire
captured details to management for further process to reduce the
incidents and alerts.

Change Coordinator:
9. As a change, Coordinator was handling the Entire change management
process and validating
the Change requests to get the CAB approvals.
10. Providing the KPI report for the change process.
11. Driving the CAB meeting and KPI meeting.

Projects: -
I was working for "Cloud for customer" and "Business by design" project
in SAP.

Achievements: -
1. I have received management appreciation note for handling the change
management process
in a proficient way.
2. Team Lead appreciated for maintaining the documents and PPT's as
updated.

EDUCATION

B. Tech in Electronics and Communication

Biju Patnaik University - Rayagada, Orissa

2016

SKILLS

ITIL foundation