Mohammed Murtuza
Major Incident Manager / Escalation Manager - Microsoft India

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WORK EXPERIENCE

Major Incident Manager / Escalation Manager

Microsoft India -

June 2016 to Present

June 2016 - Till date

Roles and Responsibilities:
• Working as a Major Incident Manager / Escalation Manager for MSIT in Microsoft. Primary
duties include leading team operations, managing team resources, leading & driving high
impact technical incidents to resolution. Providing executive updates throughout the incident
till resolution, communicate to global customers, senior executives/GMs on ongoing incidents,
facilitating positive and timely outcomes by evaluating and escalating incidents to appropriate
resources when needed. Preparing post major incident reports and KPI reports of Escalation
Management for monthly reviews.
• Plan and provide elevated level IT support for scheduled planned change/premium events
across organization.
• Leading team of 20 L1's and managing daily operations.
• Conduct Huddle meetings for team on daily performance targets and manage day to day shift
activities.
• Validating the received escalation impact and pushing the tickets to the right severity with
proper engagements to mitigate the issue at the earliest and understanding the Microsoft internal
various service lines which is being affected in order to engage the appropriate resources to help
drive resolution.
• Act as global escalation support to coordinate with various global teams within Microsoft IT and
drive Bridge calls on high priority incidents such as Managed P1 & P2 incidents to restore the
services as soon as possible and send standard communications to global customers on status
of the incident, ETA, and current restoration plan.
• Managing the lifecycle of all incidents to restore normal service operation as quickly as possible
and minimize the adverse impact on business operations across globe, thus insuring that the
best possible levels of service quality and availability are maintained.
• Monitoring the ticketing system and reviewing the communications which will be sent to higher
management for all major incidents/outages.

• Follow the Escalation process and keep up with the SLA's on all the new Escalation tickets and
document incident chronology and timelines and support groups for Major incident resolution.
• Complete assigned On-The-Job (OJT) training for the newly hired techs.
• Preparing weekly meeting agenda which allows to improve coordination across teams and to
discuss the overall incidents occurred in the past week.
• Tracking the model of escalations and calculating the SLA's as a part of Quality check and
circulating internal group.

• Join Daily Cross-Geo shift hand over calls to review all the ongoing high priority incidents/
escalations from Redmond, USA team to India & Vice versa.
• Create and publish post incident reports with high level incident summary and chronology
to leadership team and thus suggest challenges and improvements to prevent reoccurrence of
incident.
• Identify and analyze problem requests and drive to circulate the RCA of the problem.
• Pre Communication preparations for the various Planned Event Support which includes
reserving the groups which allows to complete the activity as scheduled without any downtime.

Company: Genpact India
Client: Schneider Electric

Major incident Management Team - Incident Coordinator

Roles and Responsibilities:
• Provided ultimate ownership and responsibility for end to end Management activities for all
Severity 1 & 2 incidents.
• Collaborate with internal and partner repair organizations, from engineers to executive and
Ensures that the correct Technical teams are engaged and proper focus is paid to outages and
recovery.
• Documented and tracked the timeline of events that occurred in the process to resolution for
each of the incidents managed in support of post mortem/root cause analysis.
• Performed notifications and status of all incidents to high level internal leadership and client
while managing SLA's.
• Worked directly with Incident Lifecycle Coordinators to provide initial incident response.
• Manage, escalate, status, and assist, coordinating repair efforts on Service Assurance issues
• Provide updates to the Management of daily outages. Updating Outage forums.

Company: Genpact India
Client: Invensys

IT consultant
Level-2 IT Consultant for Active Directory 2008, Exchange server 2007,
VMware ESX 4 .1, Lync
2010 server.
Roles and Responsibilities:
• Managed User Accounts on Windows NT and UNIX Platform (Creation,
Deletion, Permissions,
and VPN Access for company user's and contractors/vendors)
• Configure users, groups, group policy objects, service accounts.
• Developed organizational units in Active Directory (AD) and managed
user security with group
policies.
• Created and maintained email addresses and distribution lists in MS
Exchange.
• Compiled data to assist technical writers with IT new hire manuals and
prepared data to report
to testers for system enhancements.
• Handled user account transfers from one field site to another moving
client data to different
servers, to ensure user accessibility.
• Maintained Microsoft Exchange e-mail accounts and public folder access
through Microsoft
Exchange System Manager.
• Served as lead contact for Desk Side Support Technicians, to provide
assistance when trouble-
shooting desk side issues.

• Setup queue's for networked printers and added clients to Blackberry
Server, which enabled
employees to efficiently conduct business while away from the office
Company: Genpact India
Client: Siemens

SAP SRM consultant

Key Responsibilities:
• Functional support tickets handled in SAP SRM on the following areas of
SAP-SRM.
• Maintenance & Creation of shopping carts
• Workflow approvals
• Creation of automatic account determination for consumables.
• Maintenance on Purchase Orders

Company: Genpact India
Client: Armstrong

Service desk representative.

Roles and Responsibilities:
• Effectively answering inbound telephone calls from clients and
providing client support through
the use of an online knowledge base.
• Partnered with Tier II and Tier III help desk peers based in the across
the globe to resolve

complex problems that required escalation. Provided detailed descriptions
of issues in trouble
ticket system and followed up diligently to ensure swift resolutions
• Configuring & troubleshooting Auto Discover, Offline Address Book,
Out of Office,
Scheduling & free/busy, Exchange ActiveSync, Outlook Web Access,
Outlook Connectivity,
RPC over HTTP (Outlook Anywhere)
• Troubleshooting for login issue, Microsoft Word, Excel, Access, Power
Point, Front Page, Visio,
Internet Explorer, Mozilla Firefox, Scanners, Desktop and Networked
Printers.
• Unlocking and resetting user's passwords for Active Directory, SAP
application
Company: Wipro
Client: HP
Worked as Technical support representative for HP laptop support.
Roles and Responsibilities:
• Diagnose, troubleshoot and resolve a range of software, hardware and
connectivity issues.
Excel in asking probing questions and researching, analyzing and
rectifying problems in Windows
XP/ Vista/7, MS Office, and LAN/WAN connectivity issues.
• Installed software, configured and tested customer PC's, analyzed
functionality of peripheral
appendages.
• Instructed and trained end-users regarding computer literacy
• Trained in sales and guided customer's in helping to select the right
product

EDUCATION

MBA in Marketing and Human Resources

Osmania University - Hyderabad, Telangana

B.Sc in Electronics

Osmania University - Hyderabad, Telangana

SKILLS

ACTIVE DIRECTORY (2 years), EXCEL (2 years), EXCHANGE (2 years), INCIDENT
MANAGEMENT
(2 years), OPERATIONS (2 years)

ADDITIONAL INFORMATION

Professional Skills:

• ITIL- Incident Management, Problem Management, Event Management, Change
Management,
and Configuration Management System.
• People Management, Shift Rostering, IT Operations management, Resource
management
• Virtualization platforms- VMWare, Microsoft Hyper-V
• Active Directory 2008, Exchange server 2007, VMware ESX 4 .1, Lync 2010
server, SAP SRM

Tools:
ServiceNow, Microsoft ICM, Send Word Now, SCOM, SolarWinds, , MS Clarity
Connect, MS
Centergy, BMC Remedy ticketing tool, Bomgar ticketing tool, Skype For
Business, Microsoft
OneNote, Microsoft StaffHub, MS Excel, PowerPoint tools.