



# ABHIPSA SUBUDHI

## MAJOR INCIDENT MANAGER

☎ +91-9008704974

🌐 [www.linkedin.com/in/abhipsa-subudhi/](https://www.linkedin.com/in/abhipsa-subudhi/)

✉ [abhipsa.mim@outlook.com](mailto:abhipsa.mim@outlook.com)

### PROFESSIONAL SUMMARY

- Dedicated **Major Incident Manager** with **5 years** of experienced in providing expert solutions to prevent the recurrence of **critical problems**.
- Dedicated to improving response procedures and efficiency.
- Holds an **ITIL certification**
- Responsible for overseeing and managing the delivery of services like **IT Service Desk** and **ITSM** support that includes **Major Incident, Service Request, Problem, Knowledge** and **Change Management** for multiple Managed Services customers.
- Serving as an **escalation** point for customer concerns if/when they arise. Taking a **proactive** approach to ensure that all customer requests and incidents are responded to and resolved within defined **SLAs**.

### PROFESSIONAL EXPERIENCE

MAJOR INCIDENT MANAGER | TCS | JUL 2019 - TILL NOW

- Manage/drive all **Sev 1** and **Sev 2 incidents** and events which are **escalated** from the **Service Desk** as per procedure until ultimate ownership is identified and/or the event is resolved; this included real time **incident management, field escalations**, performing incident research.
- Lead **Root Cause Analysis** investigations till its submission to successfully identify **root causes** of problems that impact the **IT operations function**.
- Developed **SLAs** and metrics required to measure the performance of the team.
- Experienced in handling **high priority** issues as a **Major Incident Manager** and **Problem Manager** for all **Severity 1 & Severity 2** incidents.
- Managing all the **monitoring/reporting/ticketing tools** and helping development teams in continual improvement of them to insure availability, **integrity** and confidentiality.
- Face internal/external audit related to processes, **SLAs** and security guidelines.
- Monitor service performance against SLA.
- Manage the **Post Incident Review (PIR)** process for **Major Incidents** to drive identification and resolution of **root cause** to prevent incident recurrence.
- Ensure a **Major Incident Report (MIR)** delivery towards internal & external customer within the SLA.
- To circulate the important reports related to Severity 1 performance as per the instructions.
- Monitoring the volume of Incidents, **Incident resolution, pending Incidents, complaints, communications** and **escalations**.
- Experience in practicing **ITIL** best practices like **Incident, Problem, Change** and **Service Level Management**.
- Clear, precise communication directly with **Executive level** through reporting and documentation of **incident events**.

## CORE SKILLS

- |                              |                       |                      |
|------------------------------|-----------------------|----------------------|
| • Major Incident Management  | • Incident Management | • Problem Management |
| • Change Management          | • SLA Reporting       | • Release Management |
| • Service Request Management | • Root Cause Analysis | • Event Management   |
| • Stakeholder Management     | • Agile               | • SIAM               |
| • Team Management            | • ITIL Framework      |                      |

## TECHNICAL SKILLS

- |              |             |               |
|--------------|-------------|---------------|
| • REACTJS    | • EXPRESSJS | • NODEJS      |
| • MONGODB    | • MYSQL     | • CSS         |
| • JAVASCRIPT | • BOOTSTRAP | • TAILWINDCSS |
| • HTML       |             |               |

## TECHNICAL SKILLS

- |                       |                              |                       |
|-----------------------|------------------------------|-----------------------|
| • Service Now Tool    | • SolarWinds Monitoring Tool | • Automation          |
| • Escalation Handling | • Collaboration & Teamwork   | • Ability to lead     |
| • Conflict resolution | • Record-keeping & Reporting | • Analytical Thinking |
| • Decision-making     | • Risk management            |                       |

## TRAINING & CERTIFICATE

- ITIL V3 and 4 Certification
- Principles of IT Service Management System (ITSM)

## EDUCATIONS



### BACHELOR OF SCIENCE

UDAYANATH AUTONOMOUS COLLEGE OF SCIENCE & TECH.

2019

## DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

DATE :

SIGNATURE: