

Abhishek Shukla

Project Lead - IT Service Management

To give effective as well as efficient efforts towards attainment of organizational goals with exploring wide scope of knowledge and intelligence.

Education

2009-01 - 2013-01 **B.Tech: Infomation Technology**
Babu Banarsi Das Institute of Technology - Ghaziabd

Work History

2025-01 - Current **Project Lead - Application Support**
I Exceed Technologies Pvt Ltd

- Working for Client Central Bank Of India.
- Working as a People Manager for 10 People where managing their roster, shift plan and task Management.
- Working on ITIL base standard, SLA management, Incident, Problem and RITM's.
- Working on RACI chart for responsibility assignment among all the team members.
- Working on knowledge articles and standard operating procedures.
- Making the RFP documents for Quality and Smooth delivery.

2023-11 - 2024-12 **Technical Solution Specialist - Service Management**
Birlasoft

- Working for New york based bank BNY Mellon project.
- Working on Application Performance Monitoring (APM) along with infrastructure and database monitoring.
- Monitoring Application performance, availability and proactively working to resolving issues.
- Good knowledge of ITIL process like Incident ,

Contact

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Writing Diaries

Whatever I learn from anywhere in entire day, I am writing it on diary at the end of the day.

Skills

ServiceNow Modules ITSM, ITAM, ITOM and CMDB

ServiceNow Implementation, Customization and integration.

ETL (Informatica and Qlik Sesne)

IT Service Management

PeopleSoft

Salesforce

Configuration

Change and problem management.

- Working on servicenow reporting along with SLA management.
- Working on incident review and produce MIM report. Working on Release management , deployment and patching activities.
- Working on IT operations management.
- Working on knowledge articles and standard operating procedures. Working on ITIL based standard as per the IT security & compliance.
- Majorly focus on automation for smooth delivery. Managing Service Desk team if any major escalation happens.
- Process improvement and focused on automation to lessen the manual work.
- Working on Technical solutions for People Soft,Salesforce along with monitoring tools like New Relic, AppDynamics , Grafana , Moogsoft, Mulesoft and Ansible.
- Working on Task automation , Configuration management and application deployment.
- Conducting root cause analysis (RCA) for application performance issues.
- Strong analytical and problem solving skills. Handling complex issues related to infrastructure and application.
- Working on automation to lessen the manual work.
Working on Application Configuration from scratch.
- Mentored junior team members, fostering professional growth through guidance on best practices in the industry.
- Working on infrastructure incident management along with operation & Support.
- Good knowledge of ITIL process like Incident , Change and problem management.
- Working on servicenow reporting along with SLA management.
- Working on incident review and produce MIM report.
- Working on Release management , deployment and patching activities.
- Working on knowledge articles and standard operating procedures.

Management

Adobe Campaign

G Suite

Adobe experience
Manager (AEM)

Control M

IBMi\AS400

ITIL Framework

SQL

UNIX

JIRA Admin

Qlik Sense

BPM

Languages

Hindi



Advanced (C1)

English



Advanced (C1)

- Working on ITIL based standard as per the IT security & compliance.
- Majorly focus on automation for smooth delivery.
- Process improvement and focused on automation to lessen the manual work.
- Managed budgets effectively, consistently staying within financial constraints while maximizing resource allocation for optimal results.
- Planning, organizing and monitoring the project in order to deliver high quality business solution.
- Making the RFP documents for Quality and Smooth delivery.
- Actively working with Active Directory and making the new process documentation.
- Working in Odd hours to deliver highly creative outputs using out-of-the-box thinking.
- Working on OOps concepts, LINUX, Unix and SQL queries for production environment.
- Actively working on incident, Problem ticket & RITM's in ServiceNow ticketing tool.
- Enhanced team productivity by streamlining processes and implementing time-saving strategies.
- Collaborated with cross-functional teams to achieve project goals on time and within budget.

**2022-01 -
2023-09**

Principle Engineer - Application Management

Marsh & McLennan, Noida, India

- Established and maintained productive working relationships with stakeholders.
- Working on monitoring tools like AppDynamics, Grafana , DataDog, New Relic and Control M.
- Collaborate with development and operation team for application and Infrastructure related issues.
- Working on performance issues, outage and incidents.
- Supporting the Operational Teams during the UAT and roll out phases.
- Working on Application performance issues and troubleshooting.
- Working on SerivceNow (Incident, RITM's & Problem Ticket,Change Management, Release Management) along with report management &

dashboard creation, Service Catalog.

- Must be available and willing to work on weekends and holidays as we determine are necessary or desirable to meet business needs.
- Contributes to creation of support documentation such as "Knowledge Articles", "Process Flow Diagrams or Procedures", or "RACI Charts".
- Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.
- Working on JIRA, LINUX, UNIX, SQL, Bitbucket and Slack etc.
- Worked on Banking & finance domain (Deutsche Bank, Paytm Bank).
- Works as a Major incident coordinator & connect to different technical (Infrastructure, DBA, NOC team, Sysadmin team).
- Worked on Application/Production Support for multiple applications as Application IT Analyst (L1/L2) Apart of it, providing RPA Support/Analysis (Blue Prism) to automate the processes into the applications.
- Working on JIRA, Confluence, Qlik Sense, BPM, AS400 etc.
- Tested completed projects for functionality and implemented changes to production methods to rectify issues in final products.
- Directed, mentored and monitored support engineers and help them for deployment and Operations.
- Documented and updated build, quality and performance records.
- Managed project deliverables for customer orders.

**2021-08 -
2022-01**

Senior Consultant

Microland Ltd, Bangalore, India

- Determined areas for improvement and implemented processes to alleviate problems.
- Working on incident, problem and RITM's for smooth delivery.
- Working on ServiceNow ITSM and CSM modules.
- Working on ServiceNow (Incident, Problem ticket, RITM's etc)

- Analyzed problematic areas to provide recommendations and solutions.
- Working on JAVA production support issues.
- Working on Incident, problem ticket & RITM's for infrastructure related issues.
- Coordination with different stakeholders for new process.
- Troubleshoot issues by understanding issue, diagnosing root cause and coming up with effective solutions.
- Streamlined key process for entire department by implementing method to improve efficiency.

**2019-05 -
2021-05**

Infrastructure Engineer

Sopra Steria Ltd, Noida, India

- Read and interpreted blueprints, technical drawings, schematics, and computer-generated reports.
- Working on Java Production support activities.
- Working on ServiceNow (Incident, Problem Tickets, RITM's etc)
- Worked for Germany Based project 'Deutsche Bank'.
- Providing support for Adobe Campaign Basic and Adobe Experience Manager.
- Troubleshooting for email incoming & outgoing related issues.
- Directly working with customers, helping them to migrate Email data from G Suite (from one domain to other domain).
- Coordinate with different stakeholders like IBM, TCS for task implementation.
- Working with SQL Queries, UNIX & LINUX for any server activity.
- Monitoring the servers and critical jobs which are running for Deutsche Bank users.

**2014-12 -
2019-05**

Senior Associate IT

One97 Communication Ltd, Noida, India

- Defined work plans in alignment with stakeholder requirements.
- Improved customer satisfaction by quickly and effectively addressing inquiries and complaints.
- Google Suit Access Management , implementing Google policies, Active directory Management.

- Actively participated in migration activity (From one domain to another domain).
- Implementation of new controls and processes.
- Initiate follow-up e-mail, telephone, or face-to-face contact with the requester if additional information is necessary to properly understand and diagnose the issue.
- Worked in JIRA, Confluence, Slack and bitbucket and some internal portals.