

## Akshay Ganesh Chavan

Date of Birth: 31| 05| 1989

Email: akshaychavan9871@gmail.com

Mobile: 9773697363

Address: RH-44, Alhad Society, Room No-5, Sudama Nagar, Near Model College, Dombivli (E) 421203



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**Objective:** IT Service Management analyst with experience in Major Incident Management & Problem Management Service Now. Proven ability to establish and maintain excellent communication and relationships with clients. Hands on expertise with Service now, SolarWinds, Dynatrace and HPSM in High availability enterprise environments. Seeking a position in a challenging environment with good project expectations to bring profit and reputation for the organization and personal being.

### Certifications

- IT (Information Technology) A+ Hardware, N+
- ITIL V4
- Windows 2012 Server Administration (70-410)

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### Work Experience

#### Major Incident Manager & Problem manager.

##### Team Lease Services: SBI Bank Client

*Feb' 11, 2025 – Dec 2025)*

- Working in 24/7 business environment. Understanding the criticality of application/SOA disruption, revenue and type/count of users impacted judging the incident level as in Sev1 or Sev2 based on which initiating the bridge to solve the incident at earliest
- Managed end-to-end incident lifecycle for 134+ real-time applications including UPI, Mastercard, and Visa platforms.
- Proactively monitored application health and performance using Dynatrace and SolarWinds, enabling early detection and resolution of system anomalies.
- Handling Major critical problems responsible for reoccurring incidents and establish permanent fixture via Systematic improvement plans and problem management Lifecycle.
- Contribute to develop and maintain good record of problems, root cause and solution details in the form of knowledge base (Known error database KEDB) that can be used as a reference for reduction of repetitive incidents.
- Communicating ongoing incidents to customers and internal stakeholders, translating technical jargon into easy-to-understand communications.
- Facilitating incident mitigation, recovery, and resolution for high-risk incidents, ensuring prompt and efficient response.
- Consistently maintaining MTTR 90% for Sev1 and Sev2 Application Incidents within prescribed SLAs i.e, consistently over duration of 5 months resulting in improved customer satisfaction
- Maintaining 100% achievement of MTTA for Sev1 and Sev2 incidents in Application and SOA domain
- Coordinating with Service desk team to ensure mitigation of major incidents based on the number of users logging SD complaints for similar application issues
- Responsible for finding and eliminating the root cause (RCA) of known incidents. Activities required to diagnose the root cause of incidents and to determine the resolution to related problems to eliminate recurring incidents and to minimize the impact of incidents that cannot be prevented.
- Coordinating with monitoring teams Solarwinds and Dynatrace to proactively solve the issues at initial levels before causing major incidents

- Coordinating with Change Management for awareness during critical Application/SOA change deployment activity to be ready for risks that may cause major incident
- Working in coordination with Change Management team to track number of incidents associated with ECRs
- Streamlining process by introducing distinguished escalation matrix for Application and SOA domain resulting in faster response time and successful reduction of incident response time by 30% over duration of 2 months resulting in improved customer satisfaction
- Providing inputs to problem management for reactive and proactive incidents identification using historical data, trend analysis
- Reduction of 20% reopened incidents with permanent fix rather than workaround resulting in immediate RCA
- Publishing KPIs as in SLA Compliance rate w.r.t MTTR and MTTA, uptime, Percentage of incidents reopened, Incident backlogs
- Working closely with Problem Management to track RCA pending with OEM for further analysis if same incident occurs in future

**Monitoring Tools used:** Solar winds, Dynatrace,

**Ticketing Tools Used:** Servicenow

**Reporting Tool Used:** MS Excel

### **Incident Analyst**

#### **Allied Digital Services Ltd**

*March 22, 2024 - July 10, 2024 (0.3 years)*

- To run the Sev1 / Sev2 incidents effectively, leading the Technical Teams/Support Groups through troubleshooting and customer communications to solve incidents with SLAs
- Ensure timely communication with stakeholders in timely manner
- Work in sync with change management and Problem Management process to identify improvement opportunities and ensure end-to-end mitigation of the Incidents
- Facilitated incident mitigation, recovery, and resolution for high-risk incidents, ensuring prompt and efficient response
- Strong analytical skills and process orientation
- Ability to communicate both verbally and written to all levels of personnel and organization leaders
- Worked with Reliability Engineering and Tech Org to improve incident tooling, reliability and user communications
- Monitoring Incident Management team levels of performance against agreed quality standards and KPIs

**Applications used:** Tableau Portal, Symphony ticketing tool, Excel, BI Portal, Outlook, O365, Microsoft Teams

**Monitoring Tool:** ARGS Portal **Incident Analyst**

### **Quess Corp Limited**

*December 1, 2023 - March 7, 2024 (Client: Reliance Industries Ltd) (0.3 years)*

- Led cross-functional teams in incident resolution and root cause analysis.
- Developed and implemented incident response processes to enhance handling and response times.
- Generated tickets on HPSM tool and drove major incidents P1 and P2 towards resolution.
- Monitored and recommended improvements for Incident Management procedures.
- Tools used: Tableau Portal, HPSM ticketing tool, Excel, BI Portal, Outlook, O365, Microsoft Teams
- Monitoring Tools: OMI, Ameyo

### **Incident Analyst**

#### **ASM (ACL Digital) Enterprises Pvt Ltd**

*July 8, 2021 - November 30, 2023 (Client: Reliance Industries Ltd) (2.4 years)*

- Generating Ticket on HPSM tool via outlook mail or verbal confirmation for incidents
- Driving major incidents P1, P2 towards resolution within defined SLAs
- Driving bridge calls for incidents for effective resolution and service restoration in timely manner
- Constantly monitor effectiveness of Incident Management procedures making recommendations for
- Improvement to the Incident Management Process Owner
- Identifies and implements cost-saving and continuous improvement initiatives
- Provide updates on management bridges on current infrastructure issues and actions being taken
- Work to investigate and diagnose Incidents to restore a failed IT Service as quickly as possible
- Provide specialized investigation and diagnosis of all Incidents and Service Request
- Escalate Incidents at risk of breaching Service Level Agreement with the respective Coordinator
- Publish reports based on KPIs to management and provide solutions for continuous improvement
- **Applications used:** HPSM ticketing tool, Excel, BI Portal, Outlook, O365, Microsoft Teams
- **Monitoring Tool:** OMI tool.

### **Incident Analyst**

#### **Orient Technologies Pvt Ltd**

*March 6, 2019 – July 5, 2021 (2.4 years)*

- Generating Ticket on HPSM tool via outlook mail or verbal confirmation for incidents
  - Driving major incidents P1, P2 towards resolution within defined SLAs
  - Driving bridge calls for incidents for effective resolution and service restoration in timely manner
  - Constantly monitor effectiveness of Incident Management procedures making recommendations for
  - improvement to the Incident Management Process Owner
  - In conjunction with the problem management function, identifies and implements cost-saving
  - and continuous improvement initiatives
  - Provide updates on management bridges on current infrastructure issues and actions being taken
  - Work to investigate and diagnose Incidents to restore a failed IT Service as quickly as possible
  - Provide specialized investigation and diagnosis of all Incidents and Service Requests
- Tools used:** HPSM ticketing tool, Excel, Microsoft Teams

**Monitoring Tool:** MRTG

### **IT Support Technician**

#### **Innowave IT Infrastructure Ltd**

*October 1, 2016 – Feb 28, 2019 (2.5 years)*

Managed group policies, user and group creation, and server configurations (Windows 2008, 2012, 2016).

#### **Server level:-**

- Managing group policy related tasks, creating & Managing Users & Groups, Installation and
- Configuration of Domain PC and Assign Services, creating OU (organizational unit) performing tasks on Windows 2008, 2012, 2016 Server at read-only access level, Active Directory Services parallel
- Performing desktop related tasks.

### **IT Support Technician**

#### **Tera Software Ltd**

*July 1, 2015 – September 2016 (1.2 years)*

- Provided technical support for hardware and software issues, including assembly, installation, and configuration.
- Performing printer, Software, scanners, latest OS installation & sharing
- Antivirus, webcam, Modem, computer Assembling, hardware & Software technical support,
- Daily assembly and maintenance of computer systems, remotely solving issue
- Configuration of, HUBs, Switches, UTP cabling and other tasks related to h/w &

Networking if any.

### **Academic Qualification**

- B.COM University of Mumbai
  - H.S.C, Mumbai Board
  - S.S.C, Mumbai Board
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### **Hobbies**

- LAN gaming
  - Watching news channels
  - Motor sports
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### **Personal Information**

- Gender: Male
- Date of Birth: May 31, 1989
- Marital Status: Single
- Father's Name: Mr. Ganesh Chavan
- Languages Known: English, Marathi, Hindi