

Curriculum Vitae

Aditya Sharma

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A dedicated and ambitious IT Engineer with over 4 plus years of experience in IT infrastructure and expertise in ITIL and Incident management as well as problem management. Willing to work in a team as a key player in challenging & creative environment.

Professional Summary

- Qualified IT professional with 4 + years of experience as Incident Manager, Problem Management, and change management.
- Knowledge of Problem Management, Change management and Request and Incident Management.
- Actively working to finetune Problem Management Model in Service Now and test changes in development environment.
- Run and successfully managed numerous problem management related reports.
- Perform the management of both reactive root cause analysis (RCA) and proactive trend analysis.
- In depth understanding of ITIL processes Incident Management, Change Management and Problem Management.
- Hands on experience in handling and configuring schedule/ batch jobs in Tidal, manage and resolve High/Critical production and non- production jobs, initiate, and manage bridge calls.
- Involved in tidal Upgrade, facets upgrade and Patching Activities.
- Prioritizing incidents according to their urgency and influence on the business.
- Adjusting the incident management process as required to ensure its effectiveness.
- Work closely with SMEs to quickly identify customer impact (who, how & when)

Work Experience

(i) Organization: - L&D Infotech Pvt. Ltd. (June 2017 to Till Date)

Role: - Senior System Engineer

ITSM skills

- Demonstrated operational outsourcing and service management experience, ability to provide high quality solutions in a short timeframe.
- Excellent analytical and communication skills including ability to provide clear and concise status to senior management.
- Ability to research and resolve problems, acquire and maintain knowledge of relevant software solutions and support firm policies and procedures.
- Excellent knowledge of all ITIL service delivery and service support processes
- Ability to learn quickly.
- Developed skills in knowledge sharing by actively contributing knowledge.
- Sound knowledge and hands-on of Microsoft Excel (Building charts and graphs, Sorting and filtering data, utilizing pivot tables, Using shortcuts and formula functions etc.)

Incident management roles and responsibilities

- Manage incident management bridge calls with support teams, on-call support application teams and management.
- Work as part of the Incident Management team to ensure that the performance of the team achieves the defined performance targets and KPI's
- Work with other teams to identify improvement opportunities and ensure end-to-end success of the Incident Management process
- Creates incident related performance analysis and reporting for review by IT management.
- Develops process and procedures that ensure Incident Management and Service Desk related action items are tracked and completed.
- Incident Reporting Coordinator entering incident reports into the Incident Management System (IMS) and ensures the initial information entered into IMS is accurate as reported and provides consistency in information within the region.

Problem management roles and responsibilities

- Good working knowledge of ITIL Service Management framework
- Work with resolver groups to understand root causes, lessons learnt and working with teams to drive through process, improvements.
- Ensure that the incident management process is followed, and that incident and problem records accurately reflect actions taken to restore service; and that changes to Configuration Items are recorded.
- Monitoring the effectiveness of the Incident and Problem Management processes and makes recommendations for improvements.

- Work closely with Change Management leader on major incidents and correlate them to requested changes.
- Developing and maintaining incident/problem management systems and processes
- Establishes regular communication with relevant IT management and the business regarding the status of incident tickets and adherence to the incident management process.
- Perform and analyse Incident Management reports to perform Problem Management reviews and RCAs.
- Provide feedback on the effectiveness and end-to-end Problem Management Process workflow to the Account Process Leader

Education Qualification

- 2013 Bachelor of Commerce
Govt. PG College Dhar – MP, India
Percentage 65%
- 2015 Master in Business Administration
Cerebral Heights institute of Management, Indore
Percentage – 64%

Course and Certification

- ITIL Foundation V4

Personal Information

Date of Birth - 17 May 1991
Language – English and Hindi
Hobbies – Driving, Reading Songs, and Travelling
Address – 91, Silver Hills Colony, Dhar (M.P)
Marital Status –Married

I hereby declare the information given above is true to the best of my knowledge and belief.

Regards
Aditya Sharma