

 Nivedita.roy@genpact.com

## Experience Summary

- A focused professional with **8+ Years** experience in Incident Management, Problem Management, Vendor Management and Service Management.
- Proven record of **analysing processes** and workflow, assessing the efficiency relating to business plans and goals
- Excellent interpersonal problem solving skills to work under multi-cultural environment.
- Hands on experience in Incident, Problem, Knowledge and Catalog management Experience in providing the **root cause analysis** (Five Way Analysis), good technical knowledge along with excellent communication skills, writing skills and problem solving skills.
- ITIL V3 Foundation Certified
- LEAN and GB trained & tested.



## CURRENT JOB RESPONSIBILITIES

- Responsible for documenting and **maintaining** the application and technology **portfolio**.
- Using LeanIX and **Service Now CMDB** to capture details about the applications and technology which provides to the rest of the organization: This includes; Asset Criticality, Asset life cycle, Usage Patterns, Relevant Service Level Agreements, Management and publication of technology stack/standards.
- Working with Architects to **build reports** which identify risks in the portfolio and highlight where there are opportunities to consolidate redundant tools and eliminate aging technology.
- Working with Service Management Office (SMO) to ensure alignment with **ITIL best practices** and IT Service Catalog.
- Preparing Monthly Service Portfolio Change **report**.
- Provide Tier-2 support, which include troubleshooting previously unknown failure instances, determining how to restore service and gathering appropriate diagnostic data to effectively pursue root cause analysis.



## Areas of Exposure / Expertise

- Hands on experience in Incident, Problem, Knowledge and **Catalog management Experience** in providing the root cause analysis (Five Way Analysis), good technical knowledge along with excellent communication skills, writing skills and problem solving skills.
- Proficient in Incident Management
- Proficient in Problem Management
- Proficient in **IT Service Management**
- Proficient in **Catalog Management**
- Proficient in Team Management
- Proficient in **ITIL Framework**



## EDUCATION

- Completed Graduation in B.A Economics (Hons.)