



**Praveen Ayachit**



Manager - Change and Deployment: IT Infrastructure Management, Troubleshooting, IT Helpdesk Management, Change Management, Problem Management, Patching

Current Designation: **Manager - Change and Deployment** Total Experience: **14 Year(s) 0 Month(s)**  
Current Company: **Cognizant Technology Solutions** Notice Period: **2 Months**  
Current Location: **Bengaluru / Bangalore** Highest Degree:  
Pref. Location: **Bengaluru / Bangalore, Chennai, Hyderabad**  
Functional Area: **IT Software - Application Programming / Maintenance**  
Role: **Tech Support Engnr**  
Industry: **IT-Software/Software Services**  
Marital Status: **Married**  
Key Skills: **Service Delivery Manager, Tech Support Engineer, Desktop Support, Network Support, Installation, Network Security, Technical Support, Tool Migration, IT Infrastructure Management, Troubleshooting, IT Helpdesk Management, Change Management, Problem Management**  
Verified : Phone Number | Email - id

Last Active: 6-Oct-20

Last Modified: 17-Sep-20

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## Summary

Around 14 years of experience in IT Service industry with focus on Service delivery, Service Level Management/reporting, ITSM Process management, Service Availability Management, Around 14 years of experience in IT Service industry with focus on Change Management, People Management, Service Improvement activities and Automation, Problem management, Major Incident Management, Tool Migration and CI (CMDB) and service mapping.

## Work Experience

**Cognizant Technology Solutions** as Manager - Change and Deployment  
Jun 2010 to Till Date

Manager ? Change and Deployment ? Cognizant Technology Solutions, Bangalore (Jun 2010 ? till date)

ServiceNow knowledge on Incident, Change, CMDB and Configuration Management modules  
Change Management  
Patch & Release Management  
Tool Migration  
Automation

Have knowledge on ITSM Modules, Discovery Management, Service Mapping, and Event Management, Service improvement plan and Automation activities.  
Worked with Incident, Problem, Change and Knowledge management, Management, CMDB, Configuration management in ServiceNow.  
Functional knowledge and implementation experience of IT Service Management (ITSM).  
Responsible for adding/ modifying CI?s in CMDB.  
Ensure CMDB updates are made after the Changes are implemented.  
Responsible for conducting CMDB audit on application CI?s and updating the missing/incorrect data in CMDB.  
Successfully done transitions of Change management process.  
Actively involved in reports stabilization, process trainings and Run book preparation.  
Handled internal audits with respect to processes.  
Accountable for driving agreed SLA and KPI performances.  
Driving the Continual Service Improvement plan for reducing the recurring incidents.  
Preparing training documents and process related documents for technical teams and conduct periodic trainings.  
Set up ticket level auditing, review outcomes with stakeholders periodically to improve Process adherence.

### Key Achievements

Identified as SME during tool migration, tool work flow design and automation.  
Actively involved in SIP and automation (AyeHu).  
Successfully performed the migration and prepared run books on new tool and interface.  
Successful transition and Ensuring in CI mapping and service ID mapping in ServiceNow tool.  
Automation of reporting/measurement SLAs and KPIs  
Received appreciation from client for the same.



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Infra Team Lead - Cognizant Technology Solutions

Change Management  
ServiceNow Tool admin (Super User) for Change and CMS module

Handled Change Management for various accounts within Cognizant.  
Responsible for CI and Service mapping in tool  
Ensure that SLA and KPIs are met as committed to the customer.  
Work closely with internal stakeholders and customer to ensure proper alignment to business objectives  
Adhere to SLA compliance and delivery of project status/SLA reports  
Identify, initiate and implement Continual service improvement and transformation plans

● **Barclays Technology Center India Ltd** as Change Management Analyst  
Nov 2009 to Jun 2010

Change Management

Worked as Change Management Analyst for a global scope.  
Handled Change Management process using ITIL methodology.  
Responsible for validating the Change Records using HP Service Center.  
Tracking and coordinating changes to ensure they fit within the change window and overall schedule.

● **Wipro Technologies** as Regional Problem Coordinator  
Jun 2007 to Nov 2009

Regional Problem Coordinator - Wipro Technologies, Bangalore / Pune (June 2007 - Nov 2009)

Handled Problem Management using ITIL Process.  
Primary support to PTS (Problem Tracking System) application.  
Primary responsibility was to support for APAC Clients.  
Advise the client on IT Infrastructure Library (ITIL) & ITSM.  
Managed processes, policies and deliverables for the Client.

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## Education

UG: **B.Com (Commerce)** from **Karnataka University** in 2003

PG: **in 0**

Other Qualifications/Certifications/Programs:

**ITIL V3**

**ISO 20K foundation**

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## IT Skills

Skill Name	Version	Last Used	Experience
Microsoft Office			
TABLEAU			
Remedy, Service Now			

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## Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Kannada				

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## Affirmative Action

Physically Challenged: No

## Work Authorization

Job Type: Permanent

Employment Status: Full time

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