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Shiju Thomas L ⭐ Featured

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Seeking roles in IT Infrastructure Management,IT Operations Management,Incident Management,Change Management,Account Management,Risk Management,Data Center Operations,Continuous Improvement,Troubleshooting,Disaster Recovery,Networking,Cost Control

Current Designation: Technical Lead (Major Incident Management)

Current Company: Atmecs Technologies India Pvt Ltd

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Team Lead/Tech Lead

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Technical Lead,IT Infrastructure Management,IT Operations Management,Incident Management,Change Management,Account Management,Risk Management,Data Center Operations,Continuous Improvement,Troubleshooting,Disaster Recovery,Networking,Cost Control

Total Experience: 6 Year(s) 0 Month(s)

Notice Period: 3 Months

Highest Degree: PG Diploma [Information System Management]

Verified : 📞 **Phone Number | Email - id**

Last Active: 23-Jan-21   Last Modified: 23-Jan-21

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Summary

Proven leadership in developing a global team that focuses on the client experience. Passionate problem solver who craves challenging situations. Collaborative and able to work with all levels of personnel within an organization.Tenacious and committed to results. Dedicated with a track record of availability and reliability. I have an excellent track record of not only managing and driving cadence of incidents/projects to resolution but also developing others to move in the direction to succeed.

Work Experience

◉ **Atmecs Technologies India Pvt Ltd** as Technical Lead (Major Incident Management)
Mar 2019 to Till Date

Integrated two separate teams and created the Major Incident Management group.
Leading a 24/7 globally based team providing major incident management & communication for enterprise clients.
Developed ITIL-based processes and procedures for a multi-facet organization with various of amounts products and support requirements
Constant focus on continuous improvement. Developed KPIs, and established mentoring program, and monthly mock drills
Developed and lead significant improvements methods for providing client communication in times of major outages that impact either individual clients or infrastructure events impacting multiple clients
Dedicated to educating and committed to the quality of the team's communication, leadership, and personal knowledge of the various products and technologies supported by ATMECS
Client focused. Have developed a culture within my team to have that same mentality, that also extends to our internal user base.
Collaborating with multiple teams both within operations and our account management groups to have adherence to major incident management processes and taking feedback in order to better support those groups in times of major incidents.

◉ **Capgemini Technology Services India Limited** as Associate Consultant (Major Incident Management)
Feb 2017 to Mar 2019

Dedicated advocate of the client.
Strong troubleshooting and problem solving skills.
Provided oversight and management for day to day operations and client speci c projects.
Performed Incident, Change, & Problem Management.
Provided 24/7 support for major incidents/outages.
Excellent communication skills. Able to balance client advocacy with company processes to ensure both parties achieve
desired results.

Ability to understand highly technical information and breakdown that information in an effective manner to all levels within a client's organization.
Collaborated with our global operational teams to prioritize supporting my clients objectives.

- **DreamWorks Animation SKG India** as Network Operations Administrator
Aug 2016 to Feb 2017

Oversee day to day operations of the Network and Datacenter Operations.
Oversee Incident Management and Disaster Recovery. I would drive issues to resolution
Monitor Network connections, performance, Studio Pipeline, and work to resolve issues via the monitoring tools.
Monitor Server status and work to resolve issues via various monitoring tools and restart servers as needed.
Implement changes and make sure they are completed successfully and on time.
Work with critical infrastructure components and other systems through Remote PC access to troubleshoot potential issues.

Education

UG: **B.Sc (Computers)** from **Loyola College, Chennai** in **2013**

PG: **PG Diploma (Information System Management)** from **Alliance Business Academy, bangalore** in **2020**

IT Skills

Skill Name	Version	Last Used	Experience
Networking			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Tamil				
Malayalam				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time