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**Girish M S**  



Technical Solutions ITIL Consultant seeking roles in System Analysis, Change Management, Delivery Management, Incident Management, Asset Management, Process Improvement, Technical Architecture, Project Management, SLA Management

Current Designation: Technical Solutions ITIL Consultant	Total Experience: 6 Year(s) 0 Month(s)
Current Company: Hewlett Packard Globalsoft	Notice Period: Currently Serving Notice Period
Current Location: Bengaluru / Bangalore	Highest Degree: B.Com [Commerce]
Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Outside Consultant	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Technical Solutions ITIL Consultant, Outside Consultant, System Analysis, Change Management, Delivery Management, Incident Management, Asset Management, Process Improvement, Technical Architecture, Project Management, SLA Management	
Verified:  Phone Number   Email - id	

Last Active: 20-Jan-21

Last Modified: 20-Jan-21

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## Summary

An organized, detail-oriented, and conscientious self-starter, able to strategize and prioritize effectively to accomplish multiple tasks and stay calm under pressure. Involved in the successful transition of fleet transfer of multiple accounts under extreme targets. Developing the training schedule, Process knowledge documents and managing successful knowledge transfer to the team. Highly organized and efficient in fast-paced multitasking environments; able to prioritize effectively to accomplish objectives

## Work Experience

 **Hewlett Packard Globalsoft** as Technical Solutions ITIL Consultant  
Dec 2010 to Till Date

The Technical Solution Consultant has the overall responsibility for ensuring the smooth functioning of the business through involvement in Change, Problem, Incidents, Operations Management. Change Management  
Recording Start and End of Scheduled Changes.  
Raising Emergency Remedy changes during "Out Of Business Hours".  
Contacting Actioners whom have not contacted CC for permission to start a Change, prior to Change Start.  
Contacting O2 Support Groups for actions related to 'splash pages'.  
Contacting Duty Service Manager for permission to allow late starting changes to be actioned and approval for change extension.  
Create actionable deliverables for the five change management levers: communications plan, sponsor roadmap, coaching plan, training plan, resistance management plan  
Support the design, development, delivery and management of communications

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## Education

UG: **B.Com (Commerce)** from **Calorx Teachers' University** in **2013**

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## Languages Known

Language	Proficiency	Read	Write	Speak
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### 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.

English
Hindi
Kannada

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**Affirmative Action**

Category: **General**  
Physically Challenged: **No**

**Work Authorization**

Job Type: **Permanent**  
Employment Status: **Full time**

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