



BIJU PALLATH



Senior Systems Analyst seeking roles in Incident Management, Service Management, Access Management, Escalation Management, SLA Management, Website Management, System Analysis, Root Cause Analysis, Risk Management, MIS Reporting, Active Directory

Current Designation: Senior Systems Analyst	Total Experience: 10 Year(s) 0 Month(s)
Current Company: TESCO HSC, Global Operation Center (GOC)	Notice Period: 15 Days or less
Current Location: Bengaluru / Bangalore	Highest Degree: B.A [Economics]
Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad	
Functional Area: IT Software - Application Programming / Maintenance	
Role: System Admin	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	

Key Skills: Senior Systems Analyst, System Admin, Incident Management, Service Management, Access Management, Escalation Management, SLA Management, Website Management, System Analysis, Root Cause Analysis, Risk Management, MS Reporting, Active Directory

Verified: Phone Number | Email - id

Last Active: 20-Jan-21

Last Modified: 19-Jan-21

Jump to Section

[Work Experience](#) | [Education](#) | [IT Skills](#) |

Summary

ITIL V3 Certified Professional offering nearly 10 years of rich & qualitative experience in Incident Management, Service Management and Access Management. Acted as an escalation point for Incident Managers and ensured their bridging, including initiation of any necessary escalations and business impacting issues; provided status reports to senior management. Skills in ensuring the resolution to escalations within the given Service Level Agreements (SLA's). Expertise in driving all problems towards root cause identification & permanent fix and keeping an innovative approach as problems are unique and need to use different RCA techniques. Rich experience in updating Known Error Database (KEDB) by tracking all problems occurring on a daily basis. Efficient organizer, motivator, team player & a decisive leader with an approachable, cheerful and friendly personality.

Work Experience

TESCO HSC, Global Operation Center (GOC) as Senior Systems Analyst

Jul 2010 to Till Date

Key Result Areas:

- Managing first-level incident / problem determination and provided resolution for service incidents and queries on a 24x7 basis within the agreed service levels
- Executing best practices to identify, analyze & support all incidents / problems that are either impactful or potentially impactful to business
- Managing the process to restore normal service operations to minimize the impact to business operations
- Engaged in Incident / Problem identification, logging, categorization, prioritization and finding RCA (Root Cause Analysis) for an appropriate closure of ticket
- Assigning unresolved incidents to appropriate Tier 2 Support Group
- Logging all incident / service request details and allocating categorization & prioritization codes
- Ensuring all critical & major incidents are addressed within Service Level Agreements (SLA) & Operational Level Agreements (OLA) response and sending out the critical alerts for such incidents
- Providing 2nd level DB support by addressing the tickets store related issues from L1 Team; running queries and resolving their issues
- Escalating major incidents at risk of breaching Service Level Agreement (SLA) to Incident / Problem Manager
- Acting as an escalation point for Incident Managers and ensured their bridging, including initiation of any necessary escalations and business impacting issues; provided status reports to Site Lead / Site Director / PMO / Client / VP
- Chairing & managing weekly Change Advisory Board (CAB) & Daily Service Review (DSR) meetings
- Ascertaining that all CAB meetings are scheduled & facilitated effectively, including timely designing & forwarding meeting agendas & minutes
- Coordinating with Problem Owners, SMEs & other stakeholders to identify problem scope and escalate IT service outages to specialize engineering

[^ Back to Top](#)



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.

Education

UG: **B.A(Economics)** from **Calicut University** in **2005**

[^ Back to Top](#)

IT Skills

Skill Name	Version	Last Used	Experience
Windows XP / 10			
CA Unicentre, Active Directory			
SCOM, MOM			
Spectrum, AppDynamics, SOI			
AutoSys and OEM			
MS OFFICE			

[^ Back to Top](#)

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Tamil				
Malayalam				

[^ Back to Top](#)

Affirmative Action

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

Work Authorization

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

[^ Back to Top](#)