



SAMEER ABDUL SALAM



Featured



Major Incident Manager seeking roles in Service Delivery management, Product Service, Process Improvement, Customer Service, Change Management, Technical Support, Incident Management, Escalation Management, SLA Management, Quality Audit,

Current Designation: Major Incident Manager

Total Experience: 10 Year(s) 0 Month(s)

Current Company: IBM India Pvt. Limited

Notice Period: 3 Months

Current Location: Bengaluru / Bangalore

Highest Degree: B.B.A/B.M.S [Management]

Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Project Mgr-IT/Software

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Major Incident Manager, Project Manager, Product Service, Process Improvement, Customer Service, Change Management, Technical Support, Incident Management, Escalation Management, SLA Management, Quality Audit, Service Delivery Management,

Verified : Phone Number | Email - id

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

Jump to Section

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

Summary

- * Over Nine years of total work experience in MNC's as well as human resource industry.
- * Well-rounded background in customer service, Service management, quality audits, placements and procurements.
- * Strong problem solving and data analysing skills.
- * Talent for identifying client / customer needs and presenting appropriate company product and service offerings.
- * Ability to motivate the team in optimising performance levels.
- * Expertise in resolving escalated customer issues.
- * Always put forward the client.
- * Working knowledge with Microsoft office system (including Microsoft Word and Microsoft Excel)

Work Experience

IBM India Pvt. Limited as Major Incident Manager

Mar 2014 to Till Date

February 2018 - Till Date: Service management - Major incident Manager

- * Directly engaged and managing major incidents
- * Leveraging technology to issue all communications and providing key stakeholder management
- * Leading, driving, facilitating and chairing all investigation activities, meetings, and conference calls
- * Being accountable for resolving the outage via workaround or permanent fix
- * Ensuring all administration and reports are maintained and up to date, including contacts information, technical diagrams, post major incident reviews.

September 2015 - January 2018-Sr. Technical Support

- * Part of the transition account.
- * Working knowledge of remote software's like scsm and remotely anywhere
- * Using scsm console to push, delete, remote, and repair any computer that is reporting to the configuration manager.
- * Troubleshooting any scsm related issues on the computers and Log Identification.
- * Assisting end user with installation, transfer, and uninstall of applications listed within scsm
- * Resolver team for most of the Windows based application issues including Client Owned Applications.
- * Working together with all the resolver teams for escalated incidents and gather knowledge and keep the Knowledge base updated.
- * Uploading any new issue and fix on Knowledge Base.
- * Providing floor support since a part of the transition batch.
- * Meet the monthly productivity targets to meet the KPI.
- * Participated in Process improvement initiatives and was involved with SME for reporting.
- * Was a part of the migration project for a client. Messaging Servers were migrating from Outlook 2010 to Office 365. The Migration was successful with very less fall-outs.
- * Remote technical assistance on messaging tools namely Lotus, Outlook and MS Lync.



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.

- * Working knowledge of lotus notes applications
- * Mapping databases within Lotus notes.
- * Raising and deleting database access within lotus notes for users.
- * MS Lync set-up
- * Checking if Lync and outlook integration is working fine.
- * Outlook mailbox setting up.
- * Worked on all outlook related issues within the scope of Level 2
- * Collaboratively working with Level 3 team on Major Incidents during the migration period.

March 2014- September 2015 - Technical Support

Job Profile:

- * Acting as bridge between the resolver team and the client to make sure timely up-dates on the ticket are made available.
- * Inbound call taking process
- * Keeping up with the stringent SLA of 99% on high priority tickets
- * part of pooled swivel account.
- * Solely responsible for SLA being met by the resolver team. Timely swivelling of up-dates leads to timely resolution of the tickets.
- * Have received client appreciation for being proactive and helping them out in an outage situation.

● **Retaj Qatar International** as Marketing Executive Jun 2011 to Jun 2013

- * Taking care of the Marketing for almost 5 line of business of the Organisation, namely Recruitment, Manpower supply, Catering and Cleaning services.
- * Provide daily report to the Managing director.
- * Analysing different methods to improve marketing strategies of the company.
- * Recruitment of blue collar and white collar employees for different organisations de-pending upon their requirements.

● **CONVERGYS INDIA SERVICES Pvt Ltd** as SR.CSR (OPERATIONS) Dec 2006 to May 2010

- * Quality audits.
- * Preparing reports.
- * Identifying outliers and provide improvement-oriented coaching and motivation.
- * Scrubbing data for outliers on quality.
- * Attending client calibration sessions and passing on updates to the team
- * Facilitating training sessions.
- * Maintaining productivity, quality and related trackers.
- * Involved in decision making for the team and the process.
- * Addressing quality related issues prevailing in the team on a case to case basis.
- * Working closely with the clients on process improvement and organising team calibrations.
- * Mentoring new hires.
- * Handling inbound calls.
- * Meeting required Average Handling Time (AHT) on a daily basis.
- * Member of Escalations Queue.
- * Involved in decision making for the team.

[^ Back to Top](#)

Education

UG: **B.B.A/ B.M.S (Management)** from **T JOHN COLLEGE, BANGALORE** in **2006**

[^ Back to Top](#)

IT Skills

Skill Name	Version	Last Used	Experience
Python			
MS OFFICE			
Excel, Power Point and Outlook			
WINDOWS 7			
REDHAT LINUX			

[^ Back to Top](#)

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

[^ Back to Top](#)

