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HIMANSHU SAXENA ⭐ Featured

Senior Software Analyst seeking roles in Incident Management,Change Management,Service Management,Quality Assurance,Client Management,Technical Analysis,Defect Management,Process Improvement,Requirement Gathering,Project Management

Current Designation: Senior Software Analyst

Current Company: Capgemini Technology Services India Limited

Current Location: Greater Noida

Pref. Location: Delhi / NCR,Noida,Jaipur

Functional Area: IT Software - Application Programming / Maintenance

Role: System Analyst

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Total Experience: 9 Year(s) 0 Month(s)

Notice Period: Currently Serving Notice Period

Highest Degree: B.Tech/B.E. [Information Technology]

Key Skills: Senior Software Analyst,System Analyst,Incident Management,Change Management,Service Management,Quality Assurance,Client Management,Technical Analysis,Defect Management,Process Improvement,Requirement Gathering,Project Management

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

Last Active: 22-Jan-21   Last Modified: 22-Jan-21

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Summary

Result-oriented Professional with almost 9 years of experience in Incident Management,Change Management,Service Management,Quality Assurance,Client Management,Technical Analysis,Defect Management,Process Improvement,Requirement Gathering,Project Management

Work Experience

🔘 **Capgemini Technology Services India Limited** as Senior Software Analyst
Nov 2011 to Till Date

Incident Management Responsibilities:

* Incident management - processing and resolution of unexpected operation events.
* Managing adherence to communication process of priority 1 & priority 2 cases.
* Join the bridge calls for priority 1 & priority 2 cases.
* First Point of Contact for all priority 3 Incidents.
* Ensuring speedy restoration for all Incidents & conducting Incident reviews.
* Engaging with respective technical teams and ensuring all the incidents are worked upon within the defined timeline.
* Associate Incidents with other records (i.e. Incidents, Changes, Problems, Knowledge Articles as Known Error Database).
* Creating new incidents as per the client requirements and business needs.
* Working towards the SLA (Service Level Agreement) time frames in right manner.
* Well versed in Critical Incident Management and ticketing monitoring tools.
* Coordinating with ISP vendors and arranging onsite persons.
* Following the ITIL process to complete the assigned tasks in timely manner.
* Initiate Bridges between the Support teams if necessary and Manage the entire work request process ensuring adherence to SLA.
* Outages: Individual application outage processing and communication with the application support team to resolve the outages.
* Miscellaneous Issues: Various issues related to any application are logged, tracked, analyzed with the help of application support team and product specialist team.
* Ensuring that correct resolutions are discovered and appropriate parties are involved in resolving problems when needed.
* Ensuring Prompt escalation of high severity Incidents to ensure service availability with minimal delay and impact.
* Ensuring that the Incident record is fully updated in Service Now
* Ensuring smooth handover of the Project related issues to the Business Operations Team (BOT).
* Assisting team in developing and maintaining Knowledge Base of the project to get the change opened from the Change Management Team.
* Ensuring SLA commitment and adherence for new service requests from the client's requests.

* Meeting with clients to understand their requirement with the Demand Management Team.
* Weekly meetings with the WFM team to understand staffing requirements & to discuss challenges/shift slots/adherence.

Change Manager Responsibilities:

* Apply a structured methodology and lead change management activities.
* Apply change management process and tools to create a strategy to support adoption of the changes required by the project or initiative.
* Support communication efforts, design, development, delivery and management of communications.
* Assess the change impact analyses, assess change readiness and identify key stakeholders.
* Support training efforts input, document requirements and support the design and delivery of training programs.
* Complete change management assessments.
* Identify, analyze and prepare risk mitigation tactics.
* Identify and manage anticipated resistance.
* Consult and coach project teams.
* Create actionable deliverables for the five change management levers: communications plan, sponsor roadmap, coaching plan, training plan, resistance management plan.
* Engage Senior Leaders and support managers and supervisors.
* Support organizational design and definition of roles and responsibilities.
* Integrate change management activities into project plan.
* Manage stakeholders and Track and report issues.
* Define and measure success metrics and monitor change progress.
* Support change management at the organizational level.
* Manage the change portfolio.

Education

UG: **B.Tech/B.E. (Information Technology)** from **Maharishi Arvind Institute of Engineering and Technology, Jaipur** in **2010**

IT Skills

Skill Name	Version	Last Used	Experience
HP Service Manager 7,HP Service Manager9			
Service now			
WEBEX and Microsoft Teams			
Outlook, DNS & DHCP			
Office 365, Domain			

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time