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Sivaramakrishnan M C ⭐ Featured

14 years of experience of IT industry in Service Management(Incident, change, problem, Major incident management, Service Delivery, Supply chain management, etc.)

Current Designation: ITIL Major Incident Manager	Total Experience: 14 Year(s) 0 Month(s)
Current Company: Cognizant	Notice Period: 2 Months
Current Location: Chennai	Highest Degree: B.Sc [Maths]

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: Married

Key Skills: IT Service Management, Incident Management, Change Management, Problem Management, Release Management, ITIL, Risk Management, ITIL Process,Servicenow,CMDB, Excel, VLOOKUP, Formulas, Pivot Table, Charts, Conditional Formatting, Data Validation

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

Last Active: 24-Jan-21   Last Modified: 24-Jan-21

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Summary

An achievement driven professional of 14 years of IT experience in applying technical, people, process, and problem-solving skills to improve individual, team and organizational performance. Experience managing infrastructure support based teams working on ITIL framework.

Work Experience

🔵 **Cognizant** as ITIL Major Incident Manager
May 2016 to Till Date

Key Result Areas: Major Incident Management, Change, Problem, etc.
? Central Communication point for SRT (Service Restoration Team) in a shared Hybrid cloud environment supporting around 120 customers, handling major outages and engaging respective support partners. Understand and clearly communicate the business impact of major incidents and sending periodic notifications especially for P1 and P2 incidents
? Complete understanding on Hybrid Cloud environment(VMWare cloud, AWS, Azure and On prem); coordinating directly with all the levels of technical team involved during an outage and driving to restore the services as soon as possible with in agreed SLA
? High-level ownership of the technical service restoration plan across all Vendor delivered IT services and the Resolver Group Managers involved in critical incidents
? Recorded and classified received Incidents and undertake an immediate effort in order to restore a failed IT Service as quickly as possible
? Assigned unresolved Incidents to appropriate Tier 2 Support Group
? Accountable for all IT Knowledge Management, Major Incident Management, & On-Call operations including process education, process enforcement, and process governance. Serves as deputy to the Problem/Change Managers to guarantee operational excellence
? Train and mentor technical and other teams including Service Restoration Managers and Problem Managers in process and techniques used to manage major incidents across all vendors. Developing strong working relationships with support and delivery teams, management and liaise with support areas as required
? Create and lead training classes on ITSM processes and ServiceNow functionality. Setting ITSM KPIs and produces trending analysis reports, scorecards, dashboards
? Assist with ServiceNow Administration and routine enhancements in ITSM modules including Knowledge Management, Major Incident Management, On-Call, Incident Management, Change Management and Service Catalog
? Maintain inventory of all problems - Current progress, analysis and regular updates to KEDB. Correcting and stabilizing process compliance on the outcome of every internal/external audit (IM, PM, SR, CM etc.,)
? Working on analysis on monthly data on which the automation(Hive tool) implemented tickets which there is in no need of much human intervention to reduce effort of the technical team
? Analyzing monthly resolved tickets data which has more contribution on human resolved on automation enabled tickets. Coordinating with technical teams and fixing the same by applying rules in the SOP of the issues in the automation engine and monitoring on regular basis
Highlights:
? Leading a provisioning team of 10 members; provided on-call support to manage regular activities & crisis situation as well as managed provisioning & de-provisioning activities

situation as well as managed provisioning & de-provisioning activities
?   Basic level of technical knowledge on VMware cloud system environment in my own interest
Achivements:
?   Designed a macro template of SLA configuration report in excel due to which a 45 minutes effort has reduced to 5 minutes

- **Hewlett-Packard** as Supply Chain Coordinator
  Mar 2008 to May 2016

  Key Result Areas: Order Management & Fulfilment (SAP application & Functions)
  *   Handling top priority cases, initiating bridge call in driving to resolution with the help of sufficient support teams and to meet SLA Working with the IT and supply chain team to clear the Back Log issue in the order status due to delivery block and shipment block
  *   Strong domain knowledge on consumer goods and manufacturing process. Actively playing key role in preparing Contracts, managing contracts with the trusted suppliers and moving to a core group of partners leading to cost effectiveness
  *   Configuration and maintenance of procurement process involving Purchase Requisition (PR), Request for Quotation (RFQ) and Purchase Order (PO) generation.
  *   Connect with warehouse team E2E of an order in order to deliver the goods on time
  Highlights:
  *   Managed the team of 15 members
  *   Drive Team adherence and manage monthly scheduling. Run reports & conduct a thorough analysis of SLA misses

- **First Source** as Junior Processor
  Feb 2007 to Mar 2008

  *   Migrating scanned image forms into US healthcare database

Education

UG: **B.Sc (Maths)** from **Madras University loyola college** in **2006**

IT Skills

Skill Name	Version	Last Used	Experience
EXCEL		2020	12 Year(s) 0 Month(s)
ITIL Incident Management		2015	5 Year(s) 0 Month(s)
ITIL CHANGE MANAGEMENT		2016	4 Year(s) 7 Month(s)
ITIL Problem Management		2016	4 Year(s) 7 Month(s)
VMWARE ESX			0 Year(s) 0 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✔	✔	✔
Tamil	Expert	✔	✔	✔
Telugu	Expert			✔

Projects

- Project Title: Hive Automation analysis
  Client: Cognizant
  Nature of Employment: Full Time   Duration: Mar 2020 - Till Date
  Project Location: Chennai   Onsite / Offsite: Offsite
  Role: Other
  Skill Used: Advanced Excel, VLOOKUP, Pivot Table, Formulas, Conditional Formatting,
  Project Details: Working on analysis on monthly data on which the automation(Hive tool) implemented tickets which there is in no need of much human intervention to reduce effort of the technical team
  Analyzing monthly resolved tickets data which has more contribution on human resolved on automation enabled tickets
  Segregating the CIs accordingly which has more number of human contribution
  Coordinating with technical teams and fixing the same by applying rules in the SOP of the issues in the automation engine
  Monitoring on regular basis whether is working fine

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Countries: India

Job Type: Permanent

Employment Status: Full time