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# Career objective

Seeking a position where I can efficiently contribute my knowledge, skills and abilities for the growth of the organization and build my professional career with dedication and hard work.

# Professional summary

* Proficient major incident management professional well-versed in providing timely leadership to resolve incidents.
* Advanced problem-solver with excellent planning, organizational and communication skills.
* Expertise in Major Incident Management (Driving technical bridges and submitting Post Incident summary reports).
* Exceptional communication and interpersonal skills and strong analytical capabilities and good customer management skills.

# Work Experience

## major Incident manager | VODAFONE | MAy 2019 – present

**Payroll:** Unistar Softech Pvt. Ltd.

**Roles and Responsibilities:**

* Led efforts to restore service in a timely manner for critical business functions, application, and infrastructure services.
* Implemented and executed major incident management processes including escalation, communication, and restoration of service.
* Also provide support and assist with the resolution of issues and keep all parties up to date on issues until resolved.
* Prepared documentation and reporting for executive team on a weekly, monthly and quarterly basis using ServiceNow tools and PowerPoint presentations.
* Provided timely feedback to senior management regarding issues affecting quality of service to clients.
* Complete follow up reports and or MIR for Major Incidents
* Provide detailed timeline, list of participants and summary of incidents for Problem Management.
* Matrix management of people, processes and resources including third parties – including resolving conﬂict to move forward to resolution.
* Supporting and nurturing process improvements and knowledge base improvements.
* Lead Sev1 & Sev2 incidents and drive them towards resolution.
* Maintain various trackers and update them periodically.
* Educate and train new team members and support staff.
* Ensure that the Incident record is fully updated prior to Problem Management handover.

## incident manager | VODAFONE TEchnology | OCT 2016-May 2019

**Roles and responsibilities:**

* Provide first level resolution and workaround to Users.
* Maintain various trackers and update them periodically.
* Notifying the management with various incident reports like ageing tickets, Case type, SLA based, Outage, Availability and Performance reports
* Educate and train new team members and support staff.
* Dedicated to customer satisfaction with focused delivery of technical solutions

# Previous Experiences

## HR & Admin executive | Ace Group | Jun 2013 – SEP 2016

# Education

* Bachelor of Commerce | June 2015 | St. Vincent Pallotti College | Pt. Ravishankar Shukla University

# Core Skills

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| * Service Now * Excellent interpersonal and communication skill * Critical incident handling * Resolution dedications * The end-to-end management of all IT major incidents |  |

# Activities and Interests

Singing, Art, Travel

# Personal details

* DOB – 2nd May 1993
* Marital status – Single
* Languages known – English Hindi
* Address –Vejalpur, Ahmedabad

Looking for Bangalore, Pune location.

* As a Major Incident Manager working for a global provider of IT solutions, you will be working within a multi-supplier environment.
* The successful candidate will be maintaining overall Major Incident Management process and share the drive critical and complex incidents in every possible means to multi-suppliers, as well as building on the Process maturity during the transformationHigh-level ownership of the technical service restoration plan across all Vendor delivered IT services and the Resolver Group Managers involved in P1 incidents
* Coordination of technical restoration actions and plans via email, messaging, updating of P1 tickets in ITSM Technical and Functional Escalation where necessary
* Aim is to reduce restoration time and escalation to Situation Management for P1 incidents
* Communication via various means including SMS and reporting
* Plan, coordinate and control the restoration of complex and high impact system problems that occur within the production environment
* Priorities major incidents and assign tasks to Service Support and Delivery resources as required
* Act as the central communication point for major incidents - all Priority 1 issues and Priority 2 issues as required Understand and clearly communicate the business impact of major incidents
* Priorities major incidents based on business impact to the client Major incident managers are authorized to login into any priority calls during lean periods for their own knowledge gain
* Develop strong working relationships with support and delivery teams, management and liaise with support areas as required
* Train and mentor other team members including Service Restoration Managers and Problem Managers in process and techniques used to manage major incidents across all vendors
* Providing updates / communication to senior management on the status of P1 P2 incidents
* High-level ownership of the technical service restoration plan across all kyndryl delivered Infrastructure services and the Resolver Group Managers involved in P1 incidents
* Coordination of technical restoration actions and plans via email, messaging, updating of P1 tickets in IPC tool
* Technical and Functional Escalation, where necessary
* Business impact to be quantified and documented for reporting purposes
* Plan, coordinate and control the restoration of complex and high impact system problems that occur within the production environment
* Prioritize major incidents and assign tasks to Service Support and Delivery resources as required
* Act as the central communication point for major incidents all Priority 1 and Priority 2 issues as required
* Understand and clearly communicate the business impact of major incidents
* Triggering escalation point for P1 & P2 incident, if no resolution plan after an appropriate time
* Prioritize major incidents based on business impact to the client
* Be proactive and guide resolver groups in resolving of P1 & P2 incidents
* Providing updates / communication to senior management on the status of P1 & P2 incidents
* Drive/owns Management/technical checkpoints & IBM internal meetings to ensure corrective action is being taken to restore service(s)
* Validating classification of an incident as a major incident against major incident matrix
* Managing/Performing all kyndryl internal notification, executive alerts and escalation activities through service recovery of a major incident
* Assembling a Major Incident Team consisting of technical support people (other levels of support, across Business Units/competencies as required), management and key stakeholders to develop, execute, monitor and track an integrated resolution plan through service recovery of the major incident
* Consolidating an integrated resolution plan when multiple competencies/Business Units are engaged
* Obtaining and providing status on major incident recovery progress as needed
* Ensuring that the customer is contacted to confirm that the service has been recovered to the customer's satisfaction (for incidents reported by a customer)
* Making service recovery decisions, engaging the delivery center account team as required
* Ensuring that the progress of the major incident recovery and all relevant times are documented in the associated Incident Record(s)
* Participating in the incident review
* Executing the Major Incident Management process tasks in alignment with established processes.
* Managing outages, performing impact assessments, coordinating resolution, driving incident calls, escalating (both technical and hierarchic), communicating (including senior management) as well as coordinating all incident support activities.
* Collection, triage (classification and prioritization) and escalate incidents to technical teams as necessary. This includes actively engages other IT support groups to drive service restoration as soon as possible, minimize business impact and meet SLA targets.
* Stakeholder management. Establish and grow relationships with senior team members, global business and technology contacts.
* Drive continual service improvement across Incident management department and work with our partners to deliver improvements across people processes, and technology in order to increase stability and availability of IT services.
* Work a 9\*5 FTSS shift and weekend on-call supporting a global operational team, whose primary function is to drive all major incidents until resolved.
* Business level English with excellent oral & written communication skills
* Solid operational, helpdesk or support background involving level 1 and level 2 analysis and resolution of problems
* Proven coordination and leadership ability in the context of being able to manage large groups of technical contributors during major incidents and retain control of fast paced conference calls
* Have extensive major incident management experience. Knowledge in Incident Management, Problem Management or Change Management would be an advantage
* Minimum of 5 years industry experience

ITIL v3/v4 certificate is required, ITIL Intermediate certificate(s) would be an advantage.