**SUMMARY:**

* Expert problem solver with 14+ years of experience in ITIL driven technology organizations.
* Proven ability to manage multiple projects, problems and incidents while meeting challenging deadlines.
* Produce proactive reports, trending analysis, service level reporting, process consultation and application of ITIL best practice.
* Professional, creative, and flexible, combined with highly analytical thinking.
* Extensive involvement in all levels of relationship building.
* Skilled at reasoning through to logical conclusions.
* Experienced in managing incidents across the entire incident life - cycle in accordance with ITIL.
* Always work towards continuous improvement of process and procedures.
* Lead cross functional groups for incidents requiring multi-vendor engagement.
* Problem Management research and root cause analysis.
* Resourceful and excel at building trust
* Proven knowledge in ITIL best practices for Incident, Problem and Change Management.
* Develop Problem Management strategy
* Strong interpersonal skills and recognized project management skills
* Skilled in process analysis and redesign
* Technical reviews for prospective IT projects

**PROFESSIONAL EXPERIENCE:**

**1. IBM India Pvt Ltd:** Aug2015 –April 2016

**Role : Incident, Problem and Change Management Analyst**

**Responsibilities:**

* Chairs weekly status meeting on KPI involving technical teams and management.
* Perform root cause analysis (RCA) on IT infrastructure, applications and databases.
* Helped with establishing guidelines for determining thresholds for problem reporting.
* Manage cross functional team of application and production personnel to evaluate existing technologies and business processes.
* Recommended and suggested improvements to existing procedures.
* Involved with the transition of the Problem Management team’s scope into one of Service Operations.
* Detailed documentation of business and system requirements, process flows, and data models.
* Planning, executing, monitoring and controlling phases of projects originating from Problems.
* Perform investigative analysis and reporting on chronic incidents.
* Negotiate and drives conference calls with the customer.
* Provides timely feedback to upper level management
* Responsible for engaging, escalating and communicating with cross-functional groups
* Tracked and analyzed business unit trends.
* Proficient at management of multiple assignments, coordination of group activities, execution of plans and follows up to completion.
* Research historical data on infrastructure and application performance to identify trends in degradation of service.

**Earnst and Young (EYME Technologies pvt Ltd) :** September2013 – August 2015

**Roles : System Support Engineer and Incident Management analyst .**

**Responsibilities:**

* Chairs weekly status meeting on KPI involving technical teams and management.
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* Perform investigative analysis and reporting on chronic incidents.
* Provides timely feedback to upper level management
* Responsible for engaging, escalating and communicating with cross-functional groups
* Tracked and analyzed business unit trends.
* Proficient at management of multiple assignments, coordination of group activities.
* Research historical data on infrastructure and application performance to identify trends in degradation of service.
* Resolve performance issues for each type of system: Database, Web server, IBM Lotus, Exchange and Active Directory.
* Installing, configuring and administering system technologies
* Back-up and restore of all critical resources.
* Responsible for monitoring networking systems, networking devices, and servers.
* Analysis and selection of new technology required for expanding computing needs throughout the organization.
* Evaluate and recommend new products and services
* Identify potential trends in performance gaps and recommend modifications by using process improvement principles.
* Collaborate with Operation teams to perform scenario analyses to align operations with growth.
* Liaison and coordinate with internal teams as necessary to resolve customer issues, coordinate customer review sessions, and manage new opportunities.
* Provide process to identify and resolve problems before incidents occur through trend analysis, investigation and diagnosis.
* Experience with inbound and outbound call center procedures and processes including opportunity and lead management.

**Earnst and Young (EYME Technologies pvt Ltd) :** September2013 – August 2015

**Roles : System Support Engineer and Incident Management analyst .**

**Responsibilities:**

**Technologies:**Windows 7/Vista/XP, Server 2003 – 2008 ,IBM Lotus ,MS Office 2010/2007, ServiceNow, SharePoint, Active Directory, TCP/IP, Exchange Server, Lync Messaging.