

Process and Product Consultant Process and Product Consultant Process and Product Consultant - InSight Global LLC Peoria, AZ IT professional with over 8 years of diverse experience in IT service management, operations, and business process design. I am looking forward for the opportunity to work with colleagues in delivering solutions to a challenging job. Work Experience Process and Product Consultant InSight Global LLC February 2018 to Present Setup monitoring and organization reporting for Incidents. Governed compliance to Incidents, Problems and Changes in the ITSM space. Delivered change quality target for the changes happening in the environment. Made adjustments as needed in collaboration with cross-functional teams. Partner with product owners for tracking and resolution of replication issues. Delivered change review and infrastructure and service availability report for the enterprise. Maintained relationships between partners and colleagues of the Knowledge, Problem and Change Processes by providing expert opinion of the Incident Process for American Express ITSM. Driving initiatives to support product strategy direction and changes within GTOS organization Management - Managed rapid and stable delivery of Enhancements and Defect fixes to the ITSM Platform (Servicenow) using agile development methodology. Partnered with different colleagues and respective technology teams to analyze and provide a solution for integration of monitoring tools and application with Servicenow.

Collaborate with Business partners, Process owners and technology teams at American express to improve their performance. One such advising teams of preemptive activities to reduce and improve incident management. Ensure effective practices of Incident Management procedures Analyzed and advised on continual service improvement of the process and practices for support teams Application Support/Project Manager Syntel Inc September 2014 to February 2018 Analysis -

Identified and recommended solution for reported Incidents Followed changed control procedures and processes Industry experience with database concepts and system management.

Project Manager overseeing scope, schedule and cost on company separation project Experienced in multiple applications including but not limited to Splunk, Solace, SoapUI, and MS Project SAFe Agile Practitioner certification Oversee and control other tasks as assigned. Network Administrator San Joaquin Valley College June 2011 to August 2013 Technical Support

General desktop support for 1000+ users, assist in Active Directory administration, and other technical tasks as requested. Install a variety of software, hardware and equipment. Monitored and maintained wireless LAN. Diagnose hardware & software problems, repairing and remediating as appropriate. Run and configure network cables, troubleshoot connectivity issues Education Bachelor's Degree in Technical Management in Technical Management DeVry University - Fresno, CA June 2012 Associates Degree in Computer Support Administration in Computer Support Administration San Joaquin Valley College - Visalia, CA November 2010

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