

DHANESH AMBULE

Contact



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Core Skills

- ITIL-based ITSM frameworks
- Incident Handling
- SLA
- Critical Incident Handling
- Resolution dedications
- Analytical Skills
- Client Interactions

ITSM Tools

- Jira
- Service Now

Monitoring Tools

- Datadog
- SolarWinds

Interests

- Playing Cricket
- Travelling
- Watching Movies

Education

Bachelor of Commerce (B. Com),
2018
M BPATEL COLLEGE SALEKASA
NAGPUR

Higher Secondary School (H.S.C),
2015
SHANKARLAL AGRAWAL
SCIENCE COLLEGE SALEKASA

Secondary School Certificate (S.S.C),
2013
SALEKASA HIGH-SCHOOL
SALEKASA

PROFESSIONAL SUMMARY

Experienced Incident Manager / Incident Specialist with over 5 years of expertise in IT Operations, Service Management, Incident Management, problem Management and change management. Proficient in handling communication-related roles across diverse industries and geographies. Possesses exceptional communication skills and a deep understanding of incident management best practices, enabling effective risk mitigation and minimization of business disruptions.

- Proven expertise in providing effective leadership to ensure prompt resolution of incidents.
- Over 5 years of experience in ITIL, ITSM, Incident, Problem, and Change Management, with a strong focus on enhancing customer experience.
- Specialized in Incident and Major Incident Management, including leading technical bridges and delivering detailed post-incident summary reports.
- Expert in documenting and tracking event timelines during critical incidents to support root cause analysis and continuous improvement initiatives.
- Proficient in forming, leading, and driving Technical Recovery Teams to minimize business disruptions, utilizing technical bridge calls and collaborative technical group chats effectively.

EXPERIENCE

Vidaxl, Hyderabad

Incident Specialist, April- 2024 – August-2024

Roles and Responsibilities

- Investigate and diagnose incidents to restore failed IT services promptly.
- Escalate critical incidents to the appropriate teams or stakeholders for immediate resolution.
- Manage and resolve 1st-line incidents within the designated domain.
- Lead and coordinate high-priority incidents (Sev1 and Sev2), ensuring effective communication and resolution.
- Monitor and identify incidents or issues in real time to prevent service disruptions.
- Collaborate with cross-functional teams to minimize the impact of incidents on business operations.
- Ensure timely updates and maintain documentation for all incidents handled.
- Mentored and guided team members, promoting professional growth and ensuring adherence to best practices. Conducted regular training sessions and performance reviews, contributing to a 15% improvement in team performance.

Cognizant, Pune

Incident Manager, August- 2022 – March-2024

Roles and Responsibilities

- Act as an escalation point for incidents handled by support teams, ensuring critical issues are addressed promptly.

LANGUAGES

English:

Advanced

Hindi:

Proficient

Marathi:

Proficient

- Investigate and diagnose incidents to restore failed IT services within agreed Service Level Agreements (SLAs).
- Resolve incidents effectively using problem-solving methods to ensure customer satisfaction.
- Represent customer business impacts and manage end-to-end problem resolution across case portfolios.
- Drive and facilitate incident investigations, chair meetings, and coordinate collaborative action plans with defined roles and deadlines.
- Build and maintain strong client and stakeholder relationships by managing expectations and ensuring transparency.
- Manage the complete lifecycle of the Incident Management process, including handling Sev1 and Sev2 incidents.
- Provide timely communication and updates during incidents, adhering to SLAs and ensuring resolution alignment.
- Generate follow-up reports, Major Incident Reviews (MIRs), and Incident Timeline Reports to support problem management and analysis.
- Deliver training and guidance to new team members to enhance their capabilities in incident management processes.
- Ensure continuous monitoring and improvement of incident handling practices to align with organizational standards.

Think and Learn, Byjus, Nagpur

BDA, January -2022 – July- 2022

Roles and Responsibilities

- Conduct thorough market studies to identify potential opportunities and trends.
- Analyze competitors to stay ahead in the market.
- Gather data to make informed business decisions.
- Collaborate with the sales team to create effective plans.
- Identify target markets and customer segments.
- Close deals that align with the organization's goals.

Bravezone Softtech. Pune

Incident Manager, August -2019 – December -2021

Roles and Responsibilities

Incident Classification & Prioritization

- Assess and categorize incidents as P3 (Medium Priority) or P4 (Low Priority) based on business impact and urgency.
- Ensure that P3 and P4 incidents are logged correctly in the IT Service Management (ITSM) tool.

Incident Response & Resolution

- Assign incidents to the appropriate support teams for resolution.
- Ensure that all incidents follow the defined workflows and standard operating procedures.
- Provide initial troubleshooting and attempt resolution before escalation.
- Monitor and track progress to ensure resolution within SLAs.

Coordination & Communication

- Keep users and stakeholders updated on incident status and expected resolution times.
- Facilitate discussions between technical teams for collaborative resolution.
- Ensure proper documentation of each incident, including root cause analysis for recurring issues.

Escalation Management

- Identify when a P3 or P4 incident needs escalation to a higher priority (P1 or P2) due to increasing impact.
- Escalate incidents to senior management or specialized teams if resolution is delayed.

Documentation & Reporting

- Maintain incident records, including resolution steps and preventive measures.
- Generate periodic reports on P3 and P4 incident trends to identify improvement areas.
- Contribute to knowledge base articles for future reference and faster resolution.

Process Improvement & Prevention

- Analyze recurring P3 and P4 incidents to identify root causes.
- Recommend process improvements or automation to reduce future incidents.
- Conduct post-incident reviews and suggest long-term solutions.

Compliance & SLA Adherence

- Ensure all incidents are resolved within the defined SLAs for P3 and P4 incidents.
- Follow ITIL best practices for incident management.
- Maintain audit trails for compliance and governance purposes.