



AMAN KUMAR PANDEY

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IT Service Management Specialist

ITIL® v4 Certified professional IT Service Management Specialist with over 9 years of expertise in incident, problem, and change management within IT and ITES sectors. Proven track record in optimising service delivery and operational workflows using ServiceNow and BMC platforms, driving SLA compliance and enhancing customer satisfaction. Skilled in leading cross-functional teams, implementing knowledge management systems, and delivering continuous improvement in dynamic environments. Adept at managing complex projects and fostering strong client relationships to achieve strategic business outcomes.

Core Competencies

Technical Skills: SharePoint Administration, Office 365, VBA Macros, Advance Excel, Service now Automation, Visio, Flow design, Video Production

Process and Framework Skills: ITIL Framework, Quality Assurance, Process Automation, Power BI, Client Presentation, SMART, 5Why, Pareto Analysis, Fishbone 4 Arm analysis, Major Incident Management, Crisis Management, Knowledge Management, Knowledge Base, Change Communications, Change Control Management, Patching Execution, Problem Analysis, Problem Management, Break Fix, Incident Reporting, Incident Handling, Incident Communication, Service Level Reporting, Service level management, Client Handling, Incident Management

Soft and Productivity Skills: Client Relationship Management, Team Leadership and Mentoring, Microsoft Office Suite (Word, Excel, PowerPoint, SharePoint), Problem Solving, Business Intelligence, Case Studies, Client Presentation

Interests: CMDB management, Global Risk & Compliance Management

Languages: English, Hindi

Work Experience

HCL Technologies

May 2023 – June 2025 Technical Specialist, Lucknow

- Managed incident management for six service clusters under digital workplace engineering, achieving 100% SLA resolution for two consecutive quarters and reducing incidents by 20% within six months.
- Maintained a 100% communication compliance rate, ensuring all critical stakeholders were informed during every major incident.
- Reduced mean time to resolve by 30% and improved customer satisfaction to 95% through systematic incident handling across 27 groups.
- Developed a Root Cause Analysis with Corrective and Preventive Actions to address a Major Incident through problem management, utilizing the 5 Whys methodology and four-arm Fishbone diagram & reduced recurring incidents and improved resolution times for issues exceeding 60 days.
- Represented our team's requests at regional Change Advisory Board meetings, collaborating with the process owner to streamline documentation and approval procedures. This effort increased successful change implementations by 25% and achieved 100% compliance with standards.
- Developed a knowledge management system, increasing resolution times by 15% and useful knowledge articles by 20% through team contributions.
- Created interactive ServiceNow dashboards and implemented the Cab workbench & AQI plugin at zero cost, enhancing decision-making and preventing SLA breaches with macro-driven bulk feedback.
- Consistently evaluated service performance using SWOT analysis and developed business presentations for client service reviews. Established benchmarks, case studies, and roadmaps for service governance decks, supporting monthly, quarterly, and annual reviews.

- Continuously assess the User guide and Process manual and enhance IT service management processes with Process owner & Conduct quiz over Microsoft form, Drive process awareness via Monthly Session and newsletters.
- Report performance metrics and SLA reports for Monthly (MTTR, CSAT, Ageing, Reopened %) Incident, (%RCA Linked to MI, Active Problem & Obtained RCA count, Converted KE) Reactive Problems and (Scheduled vs Achieved Change count on Planned Windows, Defect free changes for Infra & Endpoint devices, Incident caused by Changes), (KB Usage, KB accuracy, KB recertification, CMR) on Weekly Service Review, Monthly Service Review, Quarter Service Review & Annual Service Reviews.

Accenture Services India Limited

Jul 2021 - Apr 2023 Service Management Analyst, Kolkata

- Initiated and documented change requests with business justification, implementation plans, and risk measures, ensuring SLA compliance and updating Configuration Items in CMDB.
- Monitored incidents, service requests, and change implementations, preventing SLA breaches through liaison with doer checkers.
- Analysed incident trends for top-ranking Configuration Items, planned improvements, and notified stakeholders during major incidents with periodic updates.
- Prepared first investigation reports for major incidents and maintained MI trackers, ensuring effective root cause analysis and resolution.

Capgemini Technology Services India Limited

Jun 2019 - Jul 2021 Associate Consultant, Noida

- Resolved technical issues within SLA standards in a 24/7 shift environment, providing support for Exchange, VPN AnyConnect, SSO, and application password resets.
- Managed work orders and incidents, assigning them to support teams and ensuring closure while supporting Active Directory and Office 365 migrations.
- Conducted monthly FCR/CSAT report verification and provided process training to new hires, enhancing team performance.

Teleperformance Jaipur

Dec 2016 - Jun 2019 Fraud Prevention Analytics, Jaipur

- Conducted monthly Top Call Drivers analysis, managed client interactions, and facilitated weekly calibrations to ensure process consistency.
- Prepared weekly BQ performance reports, collaborated with operations to address outliers, and minimised fraudulent risks through compliance with policies.
- Conducted weekly triage calls with clients, delivering updates and support for L1 and L2 lines of business.
- Provided technical support for Microsoft NA consumers, handling product activation, Outlook.com issues, and Office 365 support, with escalation call resolution.
- Began career as a Tech Support Specialist for Microsoft North America, consistently held the top rank on the floor for five consecutive months, and earned a promotion to Quality Assurance.

Cyfuture India Pvt Ltd,

Feb 2016 - Sep 2016 Process Associate, Jaipur

- Executed marketing campaigns on time and within budget, analysing performance data and collaborating with stakeholders to meet business objectives.
- Ensured quality assurance of marketing content and implemented process improvements to enhance team efficiency.

Teleperformance

Aug 2015 - Dec 2015 Customer Care Executive

Responded to customer inquiries via phone, email, and chat, resolving issues with orders and refunds while meeting performance metrics for satisfaction and response times.

Awards & Achievements

QA Star and CSAT Champ, Teleperformance Jaipur

Jun 2019

Recognised for excellence in customer satisfaction and quality assurance through consistent high performance and client feedback.

Customer Delight Award, Capgemini Technology Services India Limited

Jul 2021

Awarded for outstanding customer service and support delivery contributing to client satisfaction and retention.

WIGIWYG - Xtramiles Award, Hcl Technologies

Dec 2023

Received for implementing a robust knowledge management framework that enhanced resolution efficiency and team collaboration.

Education

Tilka Manjhi Bhagalpur University, Bhagalpur, India, Bachelor of Arts in Economics, Jul 2012 - May 2016
Completed Bachelor of Arts in Economics from Tilka Manjhi Bhagalpur University, where I developed a strong foundation in economic theories, quantitative analysis, and critical thinking. My academic journey equipped me with skills in data interpretation, policy analysis, and problem-solving, preparing me to tackle real-world challenges with a strategic and analytical mindset.

Certifications

ITIL® V4 Foundation, PeopleCert | Axelos **May 2024**

AZ-900: Azure Fundamentals®, Microsoft **May 2022**

AZ-104: Azure Administrator®, Microsoft **Aug 2024**
