

Nadezda Zavyalova
ITIL Incident and Problem Manager

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SUMMARY

IT Incident Manager with 13 years of experience in IT, including 7 years in Telecommunications in ITIL/ITSM Escalation, Problem and Change management. Distinguished by strong communication skills, effectively linking technical staff with C-layer management and ensuring compliance to business needs across all EMEA regions. Successfully managed a remote cross-functional multi-domain team of up to 70 people for major Incidents, ensuring critical SLA compliance and improving response efficiency by 30%. Positioned as a proactive leader having hands-on technical expertise and breadth with a focus on People management and problem prevention, able to reassure the customer in a split second.

PROFESSIONAL EXPERIENCE

Operation Technology Service Manager, Asset Solutions

Sep 2024 – to present

RWE Renewables Europe and Australia GmbH, Germany

Germany's largest energy company, part of the RWE Group, generates electricity both in Germany and in other Central and Eastern European countries.

- Led OT ISP strategy development and technical support process optimization as Agile Service Owner by establishing practices to diversify ISP strategy execution long-term actions from immediate recovery steps to restore key system functions.
- Implemented proactive support approach based on recurring Incidents and Root Cause Analysis (RCA) analysis to create customized KPI metrics further presented to C-Management, facilitating the development of effective follow-up actions to prevent similar issues and Service Level Agreements breach in the future.
- Created an Airtable system database manually integrated with ServiceNow to track backlog tasks for Incidents and Escalations, improving Incident management and team response rates.
- Initiated optimization of Procurement management system integration to ServiceNow.
- Brought new Operations governance meetings formats, increasing time spent on technical troubleshooting for 25% and improving communication within the second-level support team.
- Developed an ISP guideline (as historical data analysis revealed the insufficiency of existing methods and assessment systems) for preemptive identification of critical Assets with Internet Service Provider instability.

Senior ITIL Incident and Problem Manager

Apr 2023 – Jul 2024

Ericsson, Budapest, Hungary

Swedish company, telecoms equipment manufacturer, world leader in ICT solutions.

- Successfully managed a remote distributed technical support team of up to 70 people for Major and Business Critical Incidents towards service restoration, ensuring SLA compliance in a scope of Escalation Management and improving response efficiency by 30%.
- Technically resolved 37 out of 89 emergencies using SPSS statistical analysis and expertise in Cloud technology for layers of IT infrastructure, multivendor solution, system, technology or specific network element.
- Initiated the prevalence of People management over Process management, reduced SLA violations to handle critical Incidents amidst high demand.
- Created Ericsson Network Manager ENM product continuous improvement stream from scratch to a healthy solid pipeline under high internal and external constraint, budget, Design Unit competence.
- Automated Operation and Maintenance tasks using YAML and JSON for IaC Continual Service Improvement to overcome known technical solutions constraints and limitations, reducing Incidents by 42% and stabilizing ENM and OSS Problem management.
- Enhanced software reliability through improvements in product scalability, release management, done reduction of repetitive incident flows for 25%.
- Expanded previously created concept of Incident data handover between shifts hubs using mind maps for Service Delivery Optimization.
- Implemented proprietary best practices in data-driven decision-making for post Incident Management Information Reports and RCA analyses as acting Shift manager, improving customer satisfaction by ERC Europe department.
- Spearheaded the best practices for transformation of IT Service Management in the whole ERC (AMEA, Europe, Americas), effectively addressing critical situations for Network Technical stack of 3 top EMEA operators in 2023, situations were publicized in the media.

ITIL Incident Manager

Mar 2020 – Mar 2023

Ericsson, Moscow, Russia

- Led complex long-duration Incidents, increasing customer satisfaction from 4.5 to 4.8 in Q3 2021 and further transforming role to Technical Manager.
- Reduced repeated critical Incidents flow by 32% in 2022 in comparison to 2021 for enhanced service agility and performance via technical team navigation and direct customer contact at post Incident phase in OSS/ENM domain.
- Developed Proof of Concept for 15 technical customization ideas extrapolated for different Market Areas, resulting in 3 successful sales and leveraging the other 12 to expand support contracts.
- Introduced mind maps concept for handovers between second layer domain support shifts building roadmaps for operational excellence.

- Wrote code for the ENM/APG Design Unit for network elements serial integration tasks by using batches, code transferred into feature for future ENM releases.
- Transferred Task force into global Technical OSS Lead role in ERC Europe department by driving Improvement stream for Digital services Portfolio (ENM, ENIQ and OSS) in 2020-2022 via Change management methodologies.
- Introduced Incident Manager handover process simplification with Xmind tool for seamless transfer of deliverables.
- Supported LiveOps after IT customer support and integration reorganization, improving service productivity and solution-oriented approach and becoming the most experienced ITIL manager in ERC Europe.

Performance ITIL Manager

Nov 2018 – Mar 2020

Ericsson, Moscow, Russia

- Managed stakeholders of 20-40 people including technical managers, Service Delivery Product owners, 3PP Vendors and customer representatives, from 2019 fully managing network level serviceability improvements.
- Improved MELA performance in 2019 by 15% on Customer Satisfaction and Restoration Duration KPIs in the own OSS domain transferring network outages into lessons learned.
- Developed Key Insights to responsible OSS, Radio, Core, Cloud domains leading to decrease of executive escalations and challenging existing restoration Methods of Procedure (MoP).
- Enhanced data quality management in changing dynamic environment for both product and solution outage level, improving Incident response time and customer operational relationship satisfaction in 2019 Q1, Q2, Q4 KPIs.

Customer Network Support and Service Delivery Integration Engineer and ITSM Manager Jun 2014 – Nov 2018

Ericsson, Moscow, Russia

- Turned OSS Insufficient System Maintenance in Sweden into a success with 100% remote recovery in 2 days saving 8 days of Initial Installation on-site work.
- Developed and delivered several OSS, ENIQ, Symantec NetBackup trainings and courses sold in accordance with different Business Models for two of Russia's largest telecom operators, increasing department's Services Portfolio and profits.
- Created and leaded from technical idea to fact sale service of batch integration of APG43L BSC and MSC nodes to OSS for a major Russian telecom operator.
- Initiated ENIQ and OSS proactive support in Kazakhstan, resulting in a new standalone service offering.
- Forced a strategic transition from legacy OSS to Cloud ENM as lifecycle refresh flow initiative for two major Russia telecom operators by evaluating Capacity and Dimensioning Planning and Network support assurance.
- Handled critical enquiries for mobile operators in MELA Europe, ensuring 100% zero escalations for Incidents.
- Reduced Incidents KPIs: Remedy time to 20 min and Event Duration to 65 min for E2E Incidents leaded, improving operational efficiency.
- Boosted Customer Satisfaction score from 4.1 to 4.7 in 2017 Q1 and Q2.
- Drove SMART goals and metrics creation under RECA Young professional initiative, several adopted as commercial features.
- Took the role of external and internal training and webinars developer SPOC, adding commercial value to the external Ericsson Academy Training Center.

EDUCATION

- National Research University Higher School of Economics, Master's in Computer Science and Business Analytics, Russia, 2015.
- IIBA International Institute of Business Analysis in alliance with Higher school of economics, Master of Business Analysis, ITIL IT Service Management and Business Analysis Body of Knowledge BABOK 2.0, 2015.
- Financial University under the Government of the Russian Federation, Bachelor's in Computer Science and Business Analytics and Programming, GPA – 4.94/5, 2013.

CERTIFICATES

- ETCP path for Cloud services, LCC Leaders Core Curriculum, Ericsson, 2023.
- Cloud Services Fundamentals, 5G Core Protocols and Procedures, 5G Standardization, Ericsson, 2021.
- Negotiation and Argumentation skills, 5G Core Network Architecture, 5G Core Concepts, Linux Foundation Courses, Cloud Container Distribution CCD, Ericsson, 2020.
- Digital Industrialization, Virtualization Concepts, ENM 18B Functionality and Architecture, Network Level Competence Campus, ENM Operations and System Administration in 2018, Ericsson, 2019.

LANGUAGES

Russian: Native; English: C2; German: A1.

SKILLS

IT Service Management, ITIL, Salesforce, Jira, Confluence, Sharepoint, BPMN, Tableau, QlikView, Power BI, Zabbix, Telecommunications, System Engineering, OSS, TCP, IP, Kubernetes, Virtualization, Digital transformation, Cloud Services and Infrastructure, CSPs, ISP, HP, EMC, Juniper, Key performance indicators, OKR, QoS, Critical Incident, Agile, COBIT, Kanban, Root Cause Analysis, PIR, Crisis Management, Major Incident Management, Vendor management, Escalations, Post Incident Analysis, BCM.