

## Nilamadhaba Patro – ITSM Consultant

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<b>Role</b>	ITIL Process Consultant
<b>Location</b>	Mumbai, India
<b>Total Experience</b>	10+ Years
<b>Relevant Experience</b>	4 Years
<b>Skills</b>	ITSM/ ITIL

### Profile Summary

- ITIL 4 certified professional.
- Experience in ITSM process and tool consulting service.
- Experience in Service Operation and Transition processes like Incident, Problem, Change, Service Desk, Request fulfilment process.
- Experience in process design, Documentation and implementation for multiple frameworks and standards.
- Handled project for “As-Is” assessment, gap analysis and identifying the improvement opportunities for the ITIL processes.
- Contribute in development of Service Management roadmap for customers and helping in the implementation of the initiatives.
- ITSM Process definition and deployment support for customers as well as internal requirements.
- Maintain JIRA projects, workflows, permissions, and users while working in environment.
- Experience in managing projects by inter networking across IT teams
- Stakeholder management including in a multifaceted environment
- Handled role of Agile Scrum Master managing timelines, eliminating blockers, planning deliverables and helping teams monitor performance on Agile methodologies
- Project reporting and governing the scope of the projects, scheduling and tracking resource completion
- Supported role of Agile Product Owner creating Epic/ Story/ Task & subtask, managing the product backlog, story point estimation, prioritizing requirements, conducting retrospective meetings among team members

### Key competencies

Process	Tool Competency (Functional)
<ul style="list-style-type: none"><li>• IT Process consultancy</li><li>• IT Advisory services</li><li>• IT Audit services</li><li>• IT Process implementation &amp; guidance.</li><li>• Competencies in ITSM</li></ul>	<ul style="list-style-type: none"><li>• Service Now, ITSM (Incident, Problem, Change, Service Catalog)</li><li>• BMC Remedy ITSM (Incident, Change, Problem, Applications)</li><li>• MS Visio Online 2/2013/2018, Draw I/O online</li><li>• Advanced MS Office (Word, Excel, Power point)</li><li>• SharePoint as user</li><li>• JIRA</li><li>• Agile Methodology</li></ul>

### Work Experience

Company: DxSherpa Technologies Pvt. Ltd (Vyom Labs Group)

ServiceNow ITSM Process Consultant (From April 2021 to till date)

#### Working as ITSM Process Consultant at one of the Car Manufacturing Client, Mumbai, India

- Part of client’s ServiceNow ITSM team.
- Guide & Support Policy, guidelines, Process creation and improvisation based on ITIL.
- Drive tool platform improvements based on business needs and pain points
- Collaborate with the leadership as a strategic advisor to design and mature existing ITSM process for both IT and Business Services to align with ServiceNow platform
- Define best practices for ITSM processes and the governance around them
- Act as a point of contact for escalations around IT processes in the organization
- Drive process model to align ITIL best practices and ServiceNow tool by considering process, metrics and data requirements with ServiceNow Out-of-the-Box capabilities

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- Identify opportunities for Service Improvements, discuss with the customers and initiate changes for improvements
- Facilitate adoption of automation between teams to improve productivity & reduce bottlenecks across IT processes
- Collaborate with Service Owners and other leaders as a strategic advisor to design and mature existing ITSM process for both IT and Business Services
- Provide road map and strategy around ITSM tool to align with business needs
- Work with business stakeholders and business partners to ensure that requirements are met and deliverables are made in a timely fashion
- Maintain JIRA projects, workflows, permissions, and users while working in environment.
- Coordinate project management activities between IT team and business
- Break projects into doable actions and set timeframes
- Liaise with business to identify and define requirements, scope and objectives
- Assign tasks to internal teams and assist with schedule management
- Make sure that business needs are met as projects evolve
- Monitor project progress and handle any issues that arise
- Act as the point of contact and communicate project status to all participants
- Ensure standards and requirements are met through conducting regular review
- Handled role of Agile Scrum Master managing timelines, eliminating blockers, planning deliverables and helping teams monitor performance on Agile methodologies

### **Worked as ITIL Process Consultant at one of the Transportation Client, Singapore (From April '21 to Oct '21)**

- Part of Vyom Labs's-ITSM Implementation Team.
- Guide & Support designing the Processes based on ITIL Best Practices.
- Designed and Implemented ITIL Processes including Change, Incident, Problem, Knowledge, Service Request and Catalogue Management.
- Helped end to end transition of organisational change involves Technology, People & Process related changes.

### **Company: VDA Infosolutions Pvt. Ltd- Team Leader (From May 2012 to April 2021)**

#### **Worked as consultant at one of the BFSI client in Mumbai, INDIA (Incident, Problem, Change Management & Knowledge Management (March '18 to April '21))**

- Worked as an ITSM process design consultant for Change, Problem, Configuration and Incident management processes
- Design & implement CMDB, change management and Incident process workflows and standard operating procedures (SOP)
- Support & guide ServiceNow Implementation team by defining the CMDB, change management and IM process. .
- Work effectively across the organization with stakeholders, change management, service teams, trainers, curriculum developers and subject matter experts to develop and support new and existing products, features, and services
- to evaluate business impact, track the usage and define efficiency of the knowledge base content
- Lead, guide and develop a team of authors from each department
- Establish writing guidelines based on knowledge management practices and develop the team to ensure they are achieving or surpassing them.
- SharePoint portal update, edit based on the roles that assigns.

#### **Worked as Change Coordinator at one of the BFSI client, Mumbai, INDIA (From July '16 to March '18)**

- Part of client's Change management team
- Manages and coordinates all activities necessary to control, track and audit changes in the environment.
- Ensures change status, progress and issues are communicated to the appropriate groups.
- Responsible to review change schedule for conflicts.
- Support and track medium and high-risk projects, providing business impacts, change impact and risk/gap analysis, ensuring all changes are properly planned and well tested.
- Facilitate Change Advisory Meetings covering medium and high-risk production changes in both business and technical platforms.
- Ensure Change are categorized and are approved as per the defined Process based on the Change Category Standard, Normal, Emergency

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- Ensure no unauthorized change is implemented which may potentially impact the Production.
- Conduct a post review of failed or incident caused by change and implement appropriate steps to avoid failure.

### **Worked as Project Team Leader at one of the BFSI client, Mumbai, INDIA (Incident Management and Application Service Desk (From May '12 to June '16)**

- Detection and impact assessment - Determine impact, assign and engage support group accordingly.
- Track resumption & Recovery - Manage and communicate recovery actions and verify service resumption for critical priority incidents.
- Ensure incidents are closed within SLA targets and escalate if needed.
- Sending out daily stats/ updates/ reminders to relevant resolver groups.
- Perform escalation to Service Line Leads/ Managers on non-progressed/bouncing Incident tickets.
- Ensure that the Incident management process and procedures are adhered to.
- Highlight general issues/ concerns to Service Management on incidents handling process covering grey areas, i.e. ownership of incidents, response time, out of support scope, etc.
- Participating in DR drill as per business requirements.
- Involve in internal and external audit on Incident Management scope/processes.
- Manage incidents through their lifecycle, ensure continued progress of incident resolution, align resources and expertise for incident resolution
- Ensure incidents are assigned to their right support groups, that they are solved and the service is restored as well as communicate the incident updates to all stakeholders
- Manage the communication between technical teams and business units and maintain necessary information flow to stakeholders
- Define the incident management processes and procedure and ensure effective implementation and governance
- Manage the problem tickets created after the restoration of the service, lead a post mortem incident, and provide the outcome to the management

### **Training & Certification**

- ITIL 4 Foundation Certified
- ServiceNow Micro certification in Flow Designer/ Virtual Agent/ Agile and Test Management Implementation
- ServiceNow Administrator(CSA) Training
- ServiceNow ITSM implementation Training
- ServiceNow Integrated Risk Management Training