

Reddi Prasad M

Ph : 9493587553

reddiprasad0711@gmail.com

PROFESSIONAL SUMMARY:-

Seeking an opportunity to utilize and enhance my skills by facing the challenges of the industry, thus achieving development and bringing best results to my employers and my career.

EXPERIENCE SUMMARY:-

- Overall, **3 years 2 months** of experience in Service Management, Incident management, Customer support, Problem Management, mentoring, and service desk.
- Experience on Incident Management, Change Management & Problem Management.
- Good knowledge on Service Level Management.
- Team Management.
- Having experience on service level agreement and OLA.
- Resolve Incidents within the specified Service Level Agreements.
- Joining the bridge call with DEV team for any severity issues and for any escalated tickets.
- Monitoring Email and Ticket queue to ensure SLA's are met according to client agreement.
- Exceptional Communication & Presentation skills.
- Training and development skill.
- Ability to work in a team and leadership qualities.

PROFESSIONAL EXPERIENCE :-

Working as Incident Manager for Accenture Pvt Ltd

Responsibilities:

- Investigate and diagnose Incidents to restore a failed IT Service as quickly as possible.
- Resolve Incidents within the specified Service Level Agreements/Operational Level Agreements.
- Log tickets for each case and assign it to the respective team.
- Maintain different groups according to the systems. Sends out the communication mails whenever required.
- Provide specialized investigation and diagnosis of all Incidents and Service Requests.
- Escalate Major Incidents to the Incident and/or Problem Manager.
- Verification of resolution with end-users and resolve assigned Incidents.

- Record and classify received Incidents and undertake an immediate effort in order to restore a failed IT Service as quickly as possible
- Assign unresolved Incidents to appropriate Tier 2 Support Group
- Log all Incident/Service Request details, allocating categorization and prioritization codes
- Keep users informed about their Incidents' status at agreed intervals
- Verify resolution with users and resolve Incidents in ITSM tool
- Monitoring Email and Ticket queue to ensure SLA's are met according to client agreement
- Doing pre and post Deployment check at the time of change.
- Joining the bridge call with DEV team for any severity issues and for any escalated tickets.

TECHINICAL SKILL SET:-

SOFTWARE SKILLS:

- BMC Remedy Mid-Tier 9.0: Ticketing tool used to raise the change.
- GPS: The GPS is the “Global Provisioning System” used by AT&T to track projects, billing, inventory management etc.
- Service Now Ticketing tool
- Q-Messenger: Internal Chat room for ATT used to get in touch with different teams to get the client expected results.

EDUCATION:-

- **MBA (Marketing & Finance)** From JNTU Anantapur.

CERTIFICATION & TRAINING:-

- ITIL Foundation V3 Organizational certified

DECLARATION:-

I hereby, declare that all the information given above is true and best of my knowledge.

Date:

Place:

Reddi Prasad M