

# Siji M.S

Application Cloud Support Senior Analyst

## Profile Summary

- ITIL Certified offering 7 years of experience in Incident Management & Operations.
- Team Leader with excellent outstanding quality and service; capable of managing or mentoring team members and collaborating across teams.

## Education

B.Tech/B.E., Computers

**Alpha college of engineering (VTU) Information Science & Engineering, 2016**

## Employment History

September  
2016  
Present

Application Cloud Support Senior Analyst  
**Accenture**

- Handled Incident management of high severity incidents and Strong working knowledge of ticketing tool Service Now.
- Allocated departmental KPI targets and improved plans and programs to achieve them for all departments certified under respective management systems
- Initiate bridge calls, drive communication and teams to ensure uptime of infrastructure within service levels.
- Attend CAB calls and publish the scheduled outage list to the employee community.
- Maintained detailed documentation of customer issues and resolutions, providing insights for product and engineering teams.
- Act as the ongoing interface between the client and the system or application.
- Ensured SLA adherence and involved in re-baselining the KPI and SLA for clients
- Prepare the required client and internal Dashboard reports using AWS tools



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## Key Skills

Team  
Leading  
★★★★★

Collaboration Skills  
★★★★★

People  
Management  
★★★★★

## Technical Skills

Analytical Skills

Servicenow IT Service  
Management

Citrix

Active Directory  
Support

SharePoint

ITIL Certified

## Personal Information

**Date of Birth** 7th August 1994

**City** Bengaluru

Dashboard reports using AWS tools.

- Configuring applications to the Citrix workspace.
- Managing domains, Troubleshooting and assisting users with the Active Directory access.
- Experience in managing all IT Towers from L1 to L3(Service Desk, User Administration, Desktop Management, Infrastructure and Application Monitoring team and Reporting)
- Trained new joiners and conducted regular refresher training for team members as well
- Identified new process, determined gaps in existing processes. Spearheaded process and reviews & assisted with allocation of process for troubleshooting.

## Courses & Certifications

- **ITIL Foundation Certification**
- **Certificate of Appreciation for Team and Client Management**