

REETHICA RAJENDRAN

+91 9566122635 · reethica198@gmail.com · Chennai · linkedin.com/in/reethicarajendran

Dedicated Incident coordinator with a track record of delivering results through a customer-focused approach and solutions-oriented mindset. Passionate about pushing boundaries and creating value for the organization. Seeking a project management role to leverage my knowledge of agile processes, communication and problem-solving skills to ensure successful completion of goals and objectives.

PROFESSIONAL EXPERIENCE

Cognizant, Hyderabad

2017 - 2021

Programmer Analyst(Production support)

- Experience in production support, testing and maintenance activities for an insurance project.
- Provided application support at L2 and L3, fixing technical issues faced by the business users.
- Successfully managed and resolved critical incidents, reducing mean time to resolve by 50% and minimizing the impact on business operations.
- Implemented problem management practices, leading to a 45% reduction in recurring incidents and enhancing overall system stability.
- Demonstrated expertise in successfully implementing ITIL processes and methodologies to improve operational efficiency and service delivery.
- Proficient in utilizing various IT service management tools and software to streamline workflows and enhance productivity.
- Possess a comprehensive understanding of incident, problem, change, and release management, enabling effective resolution of IT issues and seamless implementation of changes.
- Proven ability to manage and prioritize multiple tasks in a fast-paced environment, ensuring timely completion and meeting organizational objectives.
- Led incident management activities, ensuring timely resolution of issues and minimizing downtime.
- Developed and maintained a knowledge base to facilitate effective problem management.
- Collaborated with cross-functional teams to identify opportunities for continuous service improvement, resulting in streamlined processes and enhanced service quality.
- Conducted ITIL training sessions for team members, increasing awareness and adherence to best practices.
- Monitored SLAs and key performance indicators (KPIs), consistently meeting or exceeding performance targets and ensuring high levels of customer satisfaction.
- Acted as a liaison between the service desk and other IT teams, facilitating effective communication and knowledge sharing.
- Responsible for PMO activities in the project including onboarding and off-boarding, role based access control matrix consultancy which includes software and service requests.

EDUCATION

DigiPivot - Google

2023

Digital marketing program

NMIMS Global Access School for continuing education

2021 - 2023

PGDBM - Financial management

KEY COMPETENCIES

Incident Management
IT service management
PMO support

Incident response & resolution
Change management
Problem management

Service catalog management
Communication
Continuous service improvement

CERTIFICATIONS

Foundations of Project Management (Google)

Coursera

May, 2023

Project Initiation: Starting a successful project(Google)

Coursera

Aug, 2023