

# Priyanka Singh

## Senior Consultant

Performance-driven professional; targeting challenging assignments in Incident/Problem/Major Incident/Management (IT Infrastructure) with an organization of high repute in **Bengaluru**

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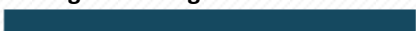
## Profile Summary

- An ITIL Practitioner with **more than 9 years** of rich & extensive experience in **IT Infrastructure Management**; gained expertise in **Incident/Change/Problem Management covering end to end Service Management**
- Currently leading a team of 10 as a SMG Lead(Service Management Group Lead) in handling Infrastructure and application service area .
- Effective in managing **high severity incidents** to ensure service availability with minimal delay and impact, towards ensuring smooth operations of an Infrastructure Environment
- Conducts Change Management Service Reviews forum to review overall Change Management performance with both Change Management system customerLeading, mentoring & monitoring the performance of 10 team members to ensure efficiency in the process.
- Manage the governance of the life cycle of Incidents and make sure minimum impact to services and low impact on business.
- Reviewed **incident, problem & change records** for completion and compliance. Through involvement in RCA preparation and presentation to client and ensuring reduction of service interruption.
- Involved in various KPI presentations including Weekly WSR, monthly MSR, Quarterly review.
- Ensured Service Level Agreement (SLA) adherence, established a 24X7 handover mechanism, mandatory escalation metric and delivery support based on Information Technology Infrastructure Library (ITIL)
- A member of process SPOC and contextual Master group member in my current organization.
- **Acted as a single point of contact for Major Incidents update and follow ups on RCA's.** Created and updated the Problem Record, schedules and facilitates Problem Management meetings.
- Steered efforts in Incident Management, Problem Management, Change Management; expertise in managing **high-severity incidents** to ensure service availability with minimal delay and impact towards ensuring smooth operations of various environments.



## Core Competencies

### Strategic Planning



### IT Infrastructure Management



### Change Management



### Incident Management



### Problem Management



### SLA Management



### Client Engagements



### IT Governance, Risk & Compliance



## Soft Skills



## Education



**B.Tech. (ECE) from SRMCEM, Lucknow (UPTU)**

## Technical Skills

- **Database:** SQL, Os/400
- **Tools:** Service Now, SPC ,BMC

## Career Timeline



## Work Experience

**Since Sep'21, Capgemini India, Bangalore**  
**Growth Path**

**Since 2021 as Senior Consultant (Service Manager Lead)**

### **Key Result Areas:**

- Establishing standards for various operational areas; implemented quality systems & procedures to facilitate a high-quality customer experience, while adhering to the SLAs
- Spearheaded team for **Incident Management, Outage Management, Change Management and Request Fulfilment**
- Leading, mentoring & monitoring the performance of **10 team members** to ensure efficiency in the process
- Engaging & coordinating with vendors for critical issues, escalations & governance calls
- Developing strategy and governance processes utilizing **Information Technology Infrastructure Library (ITIL) V3 practices**; implemented processes in alignment with business strategies and goals
- Tracking and maintaining the governance on Incident life cycle to ensure the minimal impact on business.
- Maintaining inventory of problems under analysis and their current progress and status
- Tracking Problem governance metrics and continuously seek to improve the Problem management KPIs (daily/ weekly/ monthly basis)

### **Highlights:**

- Applauded with SPOT Award for excellent contribution in project Transition and smooth Delivery
- Recognized as Contextual Master in Capgemini for sharing Ideas to Teams
- Bagged Award for Best Performer in a Quarter

## Previous Experience

**Oct'16 - Sep'21, Tata Consultancy Service, Bengaluru as IT Analyst**

### **Highlights:**

- Assisted in Incident Management, ITIL Service Operations and Change Management

**Apr'14' – Sep'16, IBM India Pvt Ltd, Gurgaon as System Engineer**

### **Highlights:**

- Worked as a MIM Team member and provided extended support to implement major changes during upgrade activities.



## Personal Details

**Date of Birth:** 9<sup>th</sup> Oct 1990

**Languages:** English, Hindi

**Address:** 111-I, Saket Nagar, Rustampur, Gorakhpur, U.P.- 273016

## ANNEXURE

### MAJOR PROJECTS

#### Capgemini India

**Project:** SIM (Major Incident Manager, Incident Manager, Problem Manager)

**Duration:** Sep 2021 - Present

**Tool:** Service Now, SPC, Incident, Major Incident, Problem Management, Change Management, Request Management

**Process:** ITIL

**Role:** Service Manager (Incident/Problem Change)

- Team Lead for end-to-end incident, major incident, problem and change management
- Steered efforts for major incidents, while ensuring bridge call to be initiated till closure of major incident
- Supervised end-to-end Problem Management right from ticket logging to RCA preparation; Conducted RCA and closed within SLA and drive it till closure by coordinating with technical teams
- Adhered to Incident, problem and change management processes and implemented it timely for 6 towers in a project
- Primary resource for driving Governance calls and preparing & presenting reports (weekly, Monthly, Quarterly) to customers
- Documenting troubleshooting & problem resolution steps and managing knowledge base while assisting Incident management with the inputs
- Helped in process audits to trace and check process gaps in application support
- Prepared multiple Process documents for clients and internally for my organization and all documents are approved and being implemented
- Functioned as Security Incident Manager from the project end to ensure zero human error and security breach.

#### Project: Team Lead (Tata Consultancy Services)

**Duration:** Oct 2016 - Sep 2021

**Tool:** Service Now, Incident, Major Incident, Problem Management, Change Management, Request Management

**Process:** ITIL

**Role:** Incident and Change management analyst, Major Incident management

- Contributed as Shift Lead with a team of **11 members**
- Extended and supervised support, maintenance and implementation of small to medium non-complex components in a project
- Managed incident tickets and major incident process with bridge calling
- Ensured that team follow the incident management process for every incident
- Interacted with customer through calls and mails to understand the issues and resolved all the requests within SLA
- Shared IT Service Update every hour to all the stakeholders about any major outage to keep them informed
- Effectively managed customer's escalations
- Rendered L1 and L2 support for Active Directory and Virtualization