

Ishrath

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Objective:

Dedicated Major Incident Manager with 5+ of experience in IT service management, incident resolution, and team leadership. Seeking an opportunity to apply my expertise in efficiently managing and resolving critical incidents to contribute to the success of a dynamic organization.

Experience Summary:

- Experience in the field of ITIL Incident, Major Incident Management, Request, Problem & Change Management.
- Expertise in **Major Incident Management** (Driving technical bridges and submitting Post Incident summary reports).
- Exceptional communication and interpersonal skills and strong analytical capabilities and good customer management skills.
- Ability to address operational issues, resolving performance bottlenecks with expertise in improving business performance and achieving desired objectives and organizational growth.
- Incident Response and Management

Professional Experience:

AMAZON

Designation: Major Incident Manager

Duration: March 2021 to June 2023

- Real Time & continuous follow-up with support teams for Critical incident resolution.
- Responsible for sending all Incident notifications as per agreed process.
- Ensure Incident Timeline Report is created immediately after resolution. Manage and coordinate activities during overall ticket life cycle.
- Ensure that the Incident record is fully updated prior to Problem Management handover.
- Provides a single point of contact and end-to-end responsibility to ensure submitted Service Requests have been processed.
- Engaging and coordinating technical resources across IT support teams
- Ensuring that the Major incident management process is followed
- Ensuring incident reports include adequate notes for later review and analysis
- Providing input to problem management teams during root cause investigations
- Ensuring all administration and reports are maintained and up to date, including contact information, post major incident reviews.

Designation: Incident Analyst**Duration: May 2018 to Dec 2020**

- Work with other teams to identify improvement opportunities and ensure end-to-end success of the Incident Management process
- Record and classify received Incidents and undertake an immediate effort to restore a failed IT Service as quickly as possible
- Restore a failed IT Service as quickly as possible
- Keep users informed about their Incidents' status at agreed intervals
- Associate Incidents with other records (i.e., Incidents, Changes, Problems, Knowledge Articles, Known Errors, etc.)
- Resolve Incidents within the specified Service Level Agreements/Operational Level Agreements
- Document troubleshooting steps and service restoration details
- Work as part of the Incident Management team to ensure that the performance of the team achieves the defined performance targets and KPIs

Technical Skills:

- Team player who adapts well with people at all levels
- Major Incident Management
- ITIL Framework
- Root Cause Analysis
- Incident Response Planning
- Communication and Leaders
- Service Desk Operations
- Problem Management
- IT Service Continuity
- Team Management
- Technical Proficiency (list specific technologies if relevant)
- Hands on experience on service now.
- Ability to work under pressure.

Education:

- MBA(Finance & HR)- Amjad Ali Khan College-Osmania University

Personal Information:

Location : Rajendra Nagar, Hyderabad
Marital Status : Unmarried
Languages Known : English, Hindi, & Urdu
Hobbies : Travelling