ANJANEE DALVI

Major Incident Manager

B/502, Palladium Exotica, Madhav Nagar, Dhanori, Pune – 411015.

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➢ Experienced Major Incident Manager committed to maintain cutting edge technical skills and up-to-date industry knowledge with total 6+ years of experience. Skilled in handling Major Incident calls and managing and tracking Incident SLAs.

- ## Work Experience:

2020 – Current: Major Incident Manager

- o Steered the delivery teams for faster resolution in case of major incident issue.
- o Followed Agile practices (Maintaining whiteboard) to keep a track of major incident issues.
- o Handled emergency calls during rollout activities.
- o Managed major incident notifications with client and team members.
- o Created SLA reports for technical team members with intention of quicker resolutions.
- o Conducted RCA calls to co-ordinate with problem management.

2016 – 2020: Incident Manager

- o Proactively identified the incidents that can turn into major incidents and co-ordinated with delivery teams to avoid major issues.
- o Maintained SLA updates and established single source of information among the team.
- o Tracked old incidents and ensured quick resolution from the team.
- o Resolved major incidents by co-ordinating with major incident management team and technical team.
- o Assigned the incidents to the appropriate team during conflict situations.
- o Co-ordinated with change management during implementation of change.
- o Handled Daily Standup Calls and maintained list of MI risks and MI confirms for Daily Standup Call.
- o Conducted jour-fix calls with technical team to speed up the resolution of incidents on weekly basis. Achieved a target of 50 incidents resolved per week.
- o Documented work instructions which improved teams' understanding of the process.
- o Co-ordinated with various technical team in scenario of ping pong incidents.

- o Trained colleagues by giving them KT and helping them understand the process.
- o Helped in automation of SLA reports with determining specific KPIs needed by technical teams.

- **Skills:**

    - o Incident Management
    - o Problem Management
    - o Asset and Configuration Management
    - o Change Management
    - o Community Collaboration
    - o Continual Service Improvement
    - o Continuity Management
    - o Ownership and Initiative
    - o User focus
    - o Worked with JAVA,PHP,.NET as well as C#
    - o Software Testing
    - o Software Quality Assurance
    - o Project Management
    - o Business Analysis
    - o Software Modelling
    - o UI Designing
    - o Basic knowledge of Android and Cloud computing with PHP and python.

- **Certifications:**

    - o ISTQB Foundation Level – Certified Tester since June,2015
    - o ITIL V3 Foundation Level.
    - o ITIL V4 Foundation Level.
    - o Preparation on-going for ITIL Intermediate Certification.

- **Educational Qualifications:**

    2014-2016:

    - o Master of Science in Software Technology with Software Engineering as Specialization.
    - o Institute : Maharaja Sayajirao University, Vadodara

    2011-2014:

    - o Graduation in Computer Application with First Class
    - o Institute : Chhagganbhai Balabhai Patel Computer College, Surat

2010-2011 :

- o HSC with Distinction in Commerce Stream from Lourdes Convent High School, Surat

2008-2009:

- o SSC with Distinction from Lourdes Convent High School, Surat.

- **Language Skills :**

    - o English
    - o Hindi
    - o Gujarati
    - o Marathi
    - o Basics of Spanish

- **Interests:**

    - o Dancing
    - o Travelling
    - o Writing short stories for kids