**PRAJAKTA D. NARKHEDE**

C/O Mr. Sameer Bhole, Flat No D2/001, “Sahakar Darshan”,

Annapurna Nagar, Kalyan West, 421301.

**Contact:** +918329261014; **e-mail:** [narkhede.praju@gmail.com](mailto:narkhede.praju@gmail.com)

**Career Objective:**

To be a part of a very spirited and challenging environment where my knowledge can be shared and enriched. I will use my training and skills acquired to the best possible advantage of the organization and to further my growth and career.

**Work Experience:**

**Reliance India Pvt Ltd(Payroll of ACL Digital)**

* **Designation:** Major Incident Analyst
* **Period: Oct 2022 – till date**

**Job Responsibilities:**

* Monitoring email inbox and critical alerts at regular intervals and provide prompt response.
* Working on outage tickets for production- affecting issues alongside other IT teams.
* Communicating technical and procedural outage between company employees and client at all levels using ticketing, email, instant messaging, phone and in personal media.
* If any emergency activity performed on production environment, then ask to raise change and coordinated with Change Management team.
* Taking follow up for RCA and post receive preparing RCA reports
* Identifying what is within SLA & what has breached IT.

**Payroll**

Kyndryl Ltd (Payroll of Softenger India Pvt Ltd)

* **Designation**: Major Incident Analyst
* **Period:** July 2021 – Oct 2022

**Job Responsibilities:**

* Driving an incident to resolution through support engagement.
* Documenting key actions and mom during the conference call.
* Post incident documentation to assist Problem Management in root cause analysis.
* Provide leadership and guidance to the coordinators.
* Ensure proper escalation procedures are followed and correct support teams are engaged.
* Assist with user acceptance testing of new applications.
* To ensure the proper priority assigned and the correct business impact is documented.
* Facilitating peer to peer conference calls between resolver team on non-significant incidents and escalating if impact increases.
* Continuously follow-up with support team for relevant notification updates per SLA, and drive resolution.
* Coordinate activities between multiple support groups to ensure adherence to service Level Agreements where other groups are needed to resolve a single Service Desk incident
* Audit the tickets & calls on the Incident Management Process to find the weak areas, Provide feedback & training to the team.
* Problem Management:
  + Analysis and reporting of incident trend data to identify and eliminate root causes.
  + Initiating actions to fix potential interruptions to service identified during proactive and trending analysis.
  + Diagnosis of faults and determining whether new incidents are related to known errors or existing problem records
  + Drive Weekly & Monthly meeting with Resolver Tech-group for discussion on reported issues for Root cause & Preventive action plan.

**IBM India Pvt Ltd (Payroll of Softenger India Pvt Ltd)**

* **Designation**: Project Coordinator (PMO) & System Administrator
* **Period**: June 2019 – July 2021

**Job Responsibilities:**

* + Process Definition and Implementation: Lead the design and development of ITIL/ITSM best practices, processes.
  + Manage client account team and reports.
  + Reporting and Analysis: Independently develop, analyze, manage, and publish KPIs/Metrics to be used to measure the effectiveness and efficiency of the "in scope" ITSM processes.
  + Proactively address risks with a sense of urgency. Recommend upgrades and new systems that will be more useful for the project through, BMC-Remedy tools.
  + Generate and distribute management reports in accurate and timely manner.
  + Analyze business information to identify process improvements for increasing business efficiency and effectiveness.
  + Act as a role model and mentor on ITSM methodology implementation, standards, technical, strategy, quality, and change leadership.
  + Manage internal as well as external resources.
  + Managing and utilizing resources across projects.
  + Communicates goals and manages workload through daily huddles and whiteboard numbers.
  + Understand customer problems and provide appropriate technical solutions.
  + All other tasks assigned by Manager.
* **Linux Administrator**:
  + Daily Monitoring alerts, resolving tickets (Remedy)
  + Assigning permissions to files and folders.
  + Maintaining Service Level Agreement. (SLA).
* Worked as a **Change Management Analyst (Coordinator):**
  + Controls the assessment, authorization, scheduling, and monitoring of Change life cycle.
  + To achieve the controlled and successful introduction of changes to an IT system or environment.
  + Analysis of change data and reports.
  + Finalization of changes.
  + Implemented high impact changes and documented regular project management reports.
  + Tracking the downtime changes and ensuring Change Management Process Execution.
  + Weekend Change report Preparation and Coordination
* Worked as an **Incident Analyst (Coordinator)**:
  + Record and classify received Incidents and undertake an immediate effort to restore a failed IT Service as quickly as possible.
  + Assign unresolved Incidents to appropriate Tier 2/3 Support Group
  + Log all Incident/Service Request details, allocating categorization and prioritization codes.
  + Proactive monitoring of High Priority incidents in Ticketing system
  + Keep users informed about their Incidents’ status at agreed intervals.
  + Verify resolution with users and resolve Incidents in ITSM tool. (BMC Remedy)
  + Resolve Incidents within the specified Service Level Agreements/Operational Level Agreements.
  + Incident Life cycle management
  + Escalate Major Incidents to the Incident and/or Problem Manager
  + Monitor the Incidents and manage workload in their respective queues to ensure that Service Level Agreement and Operational Level Agreement are respected.
  + Completely familiar with reports like Incident Audit Report, Open Score Card, Incident Summary, and Severity Dump.
* Worked As a **Reporting Manager**: (For Softenger India Pvt Ltd.)
  + Setting goals:
  + Clearly communicate the goal to employees.
  + Motivate employees to reach each objective.
  + Set appropriate deadlines.
  + Check in with employees to ensure they’re making progress.
  + Set key performance indicators to measure success.
  + Regularly review performance metrics.
  + Make strategy adjustments as necessary.
  + Processing Payroll.

**Educational Qualifications:**

* + Master of Computer Applications (MCA), from Pune University (2011) with an aggregate of 61.95%
  + Bachelor of Computer Science, from Sant Gadgebaba Amravati University (2008) with an aggregate of 67.11%
  + HSC (2005) with an aggregate of 56.50%.
  + SSC (2003) with an aggregate of 65.20%

**Technical Skills:**

* + Operating System: Linux, AIX, Windows.
  + Packages: Microsoft Office with Advanced excel.
  + Communication Skills: Good.
  + Ticketing Tool: BMC Remedy, IRT Tool, ITSM Tool.
  + End User support, Data Center, IT Management.
  + Essential Skills: IT Project Management, SDLC, Agile Methodology, Waterfall, Customer Management.

**Professional Traits:**

* + Willingness to work in team and hard worker.
  + Quick Adaption for new Environment.
  + Ability to deal with people dramatically.
  + Disciplined & good etiquette.
  + Strong organizational and multitasking skills.
  + Excellent analytical, conceptual, and problem-solving abilities.
  + Strong Decision-making skills.
  + Ability to grasp new things in small period.
  + Resource Management, Process Management.
  + Good communication and interpersonal skills capable of maintaining strong relationships.

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Date**:

**Place: Prajakta Narkhede**