**B. JYOTHEESWAR**

**MOBILE NO : (+91)9538241504**

**EMAIL ID** : **royaljyotheeswar@gmail.com**

**PROFESSIONAL SUMMARY:**

Seeking an opportunity to utilize and enhance my skills by facing the challenges of the industry, thus achieving development and bringing best results to my employers and my career.

**EXPERIENCE SUMMARY:**

* Overall, **4.4 years** of experience in Service Management, Incident management, Customer support, problem Management, mentoring, and service desk.
* Experience on Incident Management, Change Management & Problem Management
* Good knowledge on Service Level Management.
* Team Management
* Having experience on service level agreement and OLA.
* Resolve Incidents within the specified Service Level Agreements
* Joining the bridge call with DEV team for any severity issues and for any escalated tickets.
* Monitoring Email and Ticket queue to ensure SLA’s are met according to client agreement
* Exceptional Communication & Presentation skills
* Training and development skill
* Ability to work in a team and leadership qualities

**TECHNICAL SKILL SET:**

**Software skils :**

Tool : service now, GPS and BMC remedy.

Operating system : windows 10, XP, windows 7 and linux

**PROFESSIONAL EXPERIENCE:**

**•** Working as Incident Manager

• Invensis Technologies Pvt.Ltd From 17/04/2018 To 31/10/2018

• Futrz Stafing Solutions pvt.Ltd From 06/08/2019 To 29/02/2020

• Excetra Workspace Solutions Private Limited From 02/03/2020 To 31/07/2022

• Tata Consultancy Serices From 25/07/2022 To 30/09/2022

• Quantum Technology Solutions Pvt.Ltd From 26/09/2022 To 30/09/2023

**EDUCATION QUALIFICATIONS:**

• Completed B.Tech from Vaishnavi Institute of Technology -Tirupati (JNTUA) in the year 2017.

**Experience**

**Project : BANKING**

**Company : Quantum Technology Solutions Pvt.Ltd**

**Client : Accenture**

**Duration : 26/09/2022 TO 30/09/2023**

**Role : Incident manager**

. **Responsibilities:**

* Investigate and diagnose Incidents to restore a failed IT Service as quickly as possible.
* Resolve Incidents within the specified Service Level Agreements/Operational Level Agreements.
* Log tickets for each case and assign it to the respective team.
* Maintain different groups according to the systems. Sends out the communication mails whenever required.
* Provide specialized investigation and diagnosis of all Incidents and Service Requests.
* Escalate Major Incidents to the Incident and/or Problem Manager.
* Verification of resolution with end-users and resolve assigned Incidents.
* Record and classify received Incidents and undertake an immediate effort in order to restore a failed IT Service as quickly as possible
* Assign unresolved Incidents to appropriate Tier 2 Support Group
* Log all Incident/Service Request details, allocating categorization and prioritization codes
* Keep users informed about their Incidents' status at agreed intervals
* Verify resolution with users and resolve Incidents in ITSM tool
* Monitoring Email and Ticket queue to ensure SLA’s are met according to client agreement
* Doing pre and post Deployment check at the time of change.
* Joining the bridge call with DEV team for any severity issues and for any escalated tickets.

**PROFISSIONAL CERTIFICATION:**

ITIL Foundation V3 Organizational certified

**PERSONAL DETAILS:**

**DOB :** 15-05-1994

**Marital status** : single

**Declaration**

I hereby declare that the above-mentioned particulars are true to the best of my knowledge and belief.

**B. JYOTHEESWAR** Date: