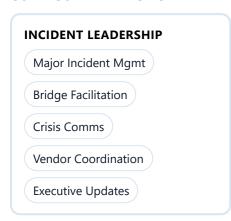# Ganesh Shirole

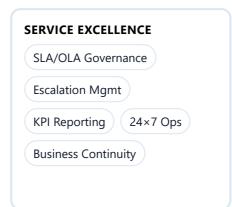**Major Incident Manager • IT Service Management**

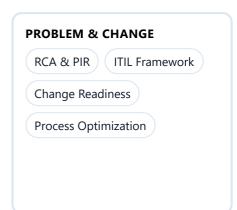Pune, India · +91 9049646617 · gshirole71@gmail.com

PROFESSIONAL SUMMARY

Experienced Major Incident Manager (3.7+ years) with a strong track record coordinating cross-functional teams to resolve high-priority incidents swiftly while maintaining calm, clear stakeholder communications. Skilled in ITIL-aligned processes, escalation frameworks, and post-incident reviews that drive measurable improvements in availability and business continuity.

CORE COMPETENCIES

INCIDENT LEADERSHIP

- Major Incident Mgmt
- Bridge Facilitation
- Crisis Comms
- Vendor Coordination
- Executive Updates

SERVICE EXCELLENCE

- SLA/OLA Governance
- Escalation Mgmt
- KPI Reporting
- 24×7 Ops
- Business Continuity

PROBLEM & CHANGE

- RCA & PIR
- ITIL Framework
- Change Readiness
- Process Optimization

PROFESSIONAL EXPERIENCE

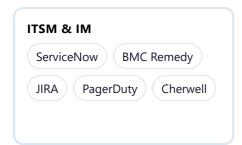**Tata Consultancy Services (TCS) — Major Incident Manager**　　　　Jan 20, 2022 – Present
Pune, India

- Lead and manage high-impact incidents end-to-end, coordinating infra, dev, ops, and business teams to restore services rapidly with structured communications.
- Operate escalation protocols and on-call rotations, ensuring timely engagement of SMEs and leadership to protect SLAs and minimize downtime.
- Run incident bridges, send executive updates, and maintain precise incident records; publish metrics and insights for continual improvement.
- Drive ITIL best practices across Incident, Problem, and Change; chair PIRs to identify root causes and implement durable fixes.
- Develop and maintain incident playbooks for recurring scenarios, reducing time-to-resolution.
- Manage global 24×7 support model with effective shift handovers and knowledge capture.
- **Impact:** Reduced incident resolution time by up to 85% via optimized escalation paths and collaboration; improved workflows contributing to a significant reduction in incident occurrence.
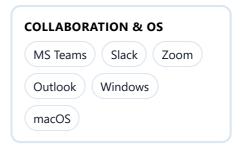
PROJECTS & ACHIEVEMENTS

- **Major Incident Reduction:** Optimized incident workflows, cutting average resolution time substantially and elevating customer satisfaction.
- **Incident Response Framework:** Designed a streamlined response framework that accelerated handling of Sev-1 incidents.
- **Crisis Communication Protocols:** Standardized stakeholder communications to reduce ambiguity and improve response clarity during outages.

TECHNICAL TOOLS & PLATFORMS

ITSM & IM

ServiceNow   BMC Remedy

JIRA   PagerDuty   Cherwell

MONITORING & REPORTING

Splunk   Nagios

AppDynamics   SolarWinds

COLLABORATION & OS

MS Teams   Slack   Zoom

Outlook   Windows

macOS

EDUCATION & CERTIFICATIONS

Master of Computer Science
Savitribai Phule Pune University · Jun 2021 – Aug 2023

ITIL v4 Foundation
Certificate in IT Service Management

DECLARATION

I hereby declare that the information provided is accurate to the best of my knowledge.

Place: Pune