

Ganesh Shirole

Major Incident Manager • IT Service Management

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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
- 24x7 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 24x7 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