

SANTOSH HARIBABU

Invigorating business capabilities as versatile professional, targeting assignments as **ServiceNow Developer** with an organization of repute, preferably in IT industry

Location Preference: Chennai

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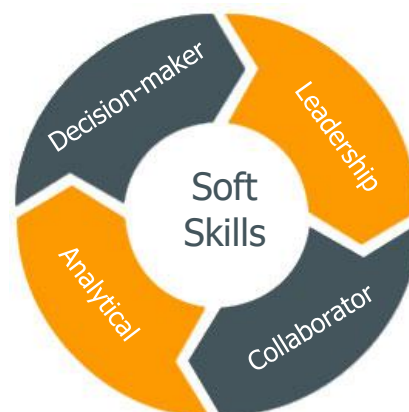
Executive Profile

- ServiceNow Certified System Administrator, ITIL certified V3 Service Operations Manager and a competent professional offering over 8 years of experience
- Insightful understanding of ITIL foundation framework which includes Service Delivery functions such as Client Interaction Management, Incident Management, Problem Management, Change Management and Configuration Management
- Streamlined the processes for achieving smooth and uninterrupted operations
- Proficient in managing high-severity incidents, major incidents to ensure service availability with minimal delay and impact towards safeguarding smooth operations of the environment
- Skilled in deploying the required enhancements to the Service Now Platform
- Ensured that the goals of the Incident Management process were achieved; restored normal service as soon as possible based on customer perspective and within defined SLAs
- Skilled in building new functionality and configuration across the entire ServiceNow instance
- Excels in providing support for embedding the workflows into ServiceNow and for improving efficiency, reporting and end user experience
- Working with business stakeholders and our systems analysts to understand requirements and recommend solutions
- Experienced in updating the incident / problem and guaranteeing 100% compliance to processes and guidelines
- Expertise in supervising problems related to the services offered, communicating with External Customer & Internal Stakeholders for incidents reporting and prompt resolution by Service Desk
- Strong people management skills, with proficiency in leading & motivating individuals to maximize levels of productivity

Core Competencies

Project/Operations Management	Debugging
Change Management	Root Cause Analysis
Incident / Problem Management	Stakeholder Management
Troubleshooting	Effort and estimations
Client Relationship Management	Team Management & Leadership

Soft Skills



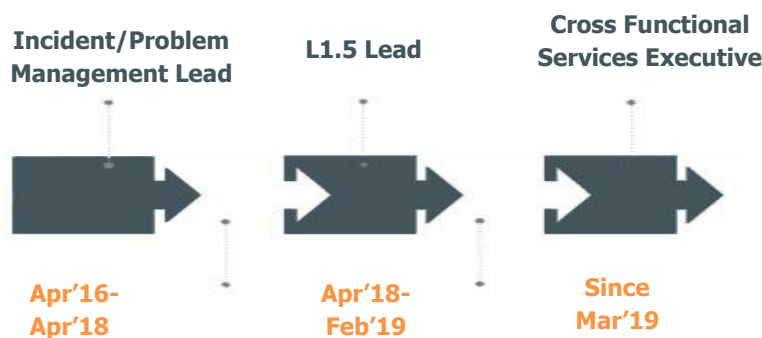
Certifications

- EXIN certified ITIL V3 Foundation
- EXIN certified ITIL V3 Intermediate Service Operations
- RED HAT Linux Certified Administrator
- ServiceNow Certified System Administrator
- ServiceNow Micro-Certification - Service Portal

Notable Accomplishments across the Career

- Recipient of:
 - Spot Award for accomplishing ITIL v3 Service Operations Certification alongside with the project
 - Top Performer Award in Q1, Q2, Q3, Q4 of 2014
 - Best New Comer Award in 2011
 - Associate of the Quarter Award in Q2 of 2014
- Monitored the effectiveness of Incident Management and made recommendations for improvement such as Service Desk Collaboration, Incident Categorization, User education incidents and recognizing the thresholds of monitoring parameters even before incidents occur
- Supervised high-severity incidents to ensure service availability with minimal delay and impact towards ensuring smooth operations of an infrastructure environment
- Ramped up incident Service Level Agreement (SLA) adherence through daily reviews; improved recovery times for complex incidents that were resolved same day

Career Growth (Recent 3 Designations)



Professional Experience

Since May'11 with Cognizant Technology Solutions, Chennai, Tamil Nadu as Application Support Specialist

Growth Path:

Application Support Specialist

Global Incident Manager (Project – AstraZeneca)

Incident/Problem Management Lead

L1.5 Lead

Cross Functional Services Executive

May'11-Aug'13

Sep'13-Mar'16

Apr'16-Apr'18

Apr'18-Feb'19

Since Mar'19

Key Result Areas:

As Cross Functional Services Executive

- Spearheading IT service processes such as Incident, Problem and Change Management across the infrastructure teams
- Directing initiatives for process governance during the monthly meeting with the Gilead leadership
- Conducting and participating actively in process awareness sessions for all the infrastructure teams
- Coordinating with problem owners, SMEs and other stakeholders to identify problem scope and escalate IT service outages to specialize engineering
- Managing all critical/major incidents & service requests & supervising critical incidents from inception to closure within SLA
- Interacting with customers, internal IT and infrastructure teams, third party data providers throughout the service restoration process
- Performing impact analysis to determine the severity of an incident; developing incident report on major incidents
- Updating Remedy tickets for change and incident management to document monitoring and recovery steps; capturing incident follow-ups and completing formal post implementation reviews
- Reviewing weekly reports; administering day-to-day operational aspects of a project to provide guidance during the analysis, design, development, testing, implementation, and post implementation phases
- Dealing with incidents queue and SLA breached service requests/incidents; working as an interface between customer/end-user and team regarding the status of their incidents
- Delivering trainings to the technology & platform teams on Incident and Problem Management Process training to the platform and technology teams as and when required
- Working on first-level incident / problem determination and providing resolution for service incidents and queries on a 24x7 basis within the agreed service levels
- Ensuring timely escalation of incidents to higher levels when required and maintained the Log File for errors spotted in the network

As L1.5 Lead

- Led, managed and guided a team of 21 members; extended support as the first point of contact for a top-notch pharmaceutical company
- Reported the top/key incidents to respective L2 teams in a timely manner
- Conducted detailed audit of compliance to SOPs, knowledge articles and provided accurate improvement plans for operational efficiency
- Performed review in coordination with L2 teams on SOPs on a regular basis; examined the L2 tickets monthly and delivered recommendations for a left shift of activities from L2 to L1.5 team
- Rewarded and gave recognitions to the team members on the basis of achievements and customer testimonials

As Incident/Problem Management Lead

- Delivered extensive support to the Incident/Problem Managers; defined policies for the organization concerning the process
- Successfully recognized scope of improvement and implemented the same to services for improving the association with other ITSM services
- Steered efforts for implementation of Lean Six Sigma (Green Belt - GB) for enhancing the MTTR; attended training for Lean Six Sigma GB
- Played a key role in assimilating IM/PM processes to increase the end-to-end ownership of different Infrastructure and Application towers and deliver valuable inputs to other processes including Change Management and Knowledge Management
- Worked for a top pharmaceutical client

As Global Incident Manager

- Supervised the incidents in the Customer IT Environment as per the Incident Management Process
- Conducted a comprehensive audit on a periodical basis of Incident records; shared knowledge with the Incident Management staff members for ensuring reduction in ticket hops
- Emphasized on 'parallel' investigation for enhancing the Mean Time to Resolve (MTTR)
- Presented case study for optimum utilization of ILO (Integrated Lights Out) for all HP physical servers

As Application Support Specialist

- Delivered 24x 7 support for over 50 applications including 10+ complex applications
- Successfully led the automation that steered to cost-savings for the client
- Administered numerous applications including CoTS (Commercial Off the Shelf), in-house applications such as .Net, weblogic

Education

- **B.E. in Electronics and Communication Engineering** from Anna University, Chennai, Tamil Nadu in 2010

IT Skills

- Python
- HTML, CSS, Bootstrap
- ServiceNow Administrator
- ITSM - Incident, Change and Problem Management
- ServiceNow Application Development



Personal Details

Date of Birth: 30th September 1988

Languages Known: English, Tamil and Telugu

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