|  |  |
| --- | --- |
| **hsantosh88@gmail.com +91-8148400156**  **https://account.servicenow.com/personaldata/11e983eb3/0e83b68ad/b40a6cdff/a1f44BWET/resume.html**  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 | |
| 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   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** inQ1, 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)  **Cross Functional Services Executive**  **Incident/Problem Management Lead**    **Since Mar’19**  **Apr’18-Feb’19**  **Apr’16-Apr’18**  **L1.5 Lead** | Core Competencies  Debugging    Project/Operations Management  Client Relationship Management  Troubleshooting  Incident / Problem Management  Change Management  Stakeholder Management  Effort and estimations  Team Management & Leadership  Root Cause Analysis  Soft Skills    Analytical  Collaborator  Leadership  Soft  Skills  Decision-maker |
| Professional Experience  **Since May’11 with Cognizant Technology Solutions, Chennai, Tamil Nadu as Application Support Specialist**  **Growth Path:**  **Application Support Specialist May’11-Aug’13**  **Global Incident Manager (Project – AstraZeneca) Sep’13-Mar’16**  **Incident/Problem Management Lead Apr’16-Apr’18**  **L1.5 Lead Apr’18-Feb’19**  **Cross Functional Services Executive 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 O 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**  **Address: #42/16, Nellaiyappar Street, Bharathipuram, Chromepet, Chennai, 600044** | |