



MICHAEL FAHIM

Major Incident Manager / Escalation Incident Manager



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[LinkedIn](#)

EDUCATION

University of The People

Computer Science

Bachelor's Degree

Aug 2023

Wake Tech

Computer Engineering

Associate Degree

Graduated July 2018

Udemy Classes

Web Development

Android Development

iOS Development

PROFESSIONAL PROFILE

Diligent and results-driven Incident Manager with over 7 years of experience in leading and optimizing incident response processes. Adept at swiftly analyzing complex situations, coordinating cross-functional teams, and ensuring timely resolution of critical incidents. Proven track record of implementing effective incident management frameworks to minimize business disruptions, enhance service quality, and mitigate risks.

WORK EXPERIENCE

Service Desk Lead / Major Incident Manager

HCL America Inc supporting Standard Insurance Company

Nov 2018 – Current

Guiding a dynamic team of 27+ L1 and L1.5 support experts for SIC, spearheading initial contact for 6000+ end-users. Expertly addressing issues spanning from hardware glitches to intricate network disruptions. Started as a contractor back in 2018 and then direct hire.

- Resolving major incidents and outages to ensure operational continuity.
- Acting as the VIP support liaison for key clients, providing tailored assistance.
- Overseeing the Escalation Desk to efficiently manage critical cases.
- Implementing performance monitoring and leading Quality Assurance initiatives.
- Developing and updating a comprehensive Knowledge Base for team resources.
- Ensuring 24/7 support availability to optimize response times and user satisfaction.
- Coordinating training sessions for the introduction of new features and tools.
- Streamlining computer imaging procedures to enhance setup efficiency.
- Monitoring call queues to maintain optimal team performance and service delivery.
- Mentoring new recruits in user-centric support strategies across multiple channels.
- Diagnosing issues with Windows Active Directory including password resets, VPN, Office Suite, and network concerns.
- Resolving iPhone/iPad application and syncing issues to boost mobile productivity.
- Demonstrating hardware troubleshooting and maintenance proficiency.
- Collaborating with IT teams to effectively resolve O365 issues and enhance user experience.
- Managing incidents related to Microsoft Intune for seamless device management and compliance.

SKILLS

- ✓ Creativity
- ✓ Organizational skills
- ✓ Project Management
- ✓ Analytical Skills
- ✓ Developing Tools
- ✓ English & Arabic

ATTRIBUTES

- ✓ Highly motivated
- ✓ Career Driven
- ✓ Hard Working
- ✓ Positive Attitude
- ✓ Responsible
- ✓ Reliable & Flexible

INTERESTS

- ✓ Designing Mobile Apps
- ✓ Art and Design
- ✓ Sport
- ✓ Socializing with friends & Travel

WORK EXPERIENCE (CONTINUED)

Major Incident Manager

Yahoo Inc

June 2023 – June 2024 (contract is over)

Proficiently steering critical incident management as a dedicated Major Incident Manager at Yahoo. Leveraging my adept leadership skills and technical expertise to orchestrate swift and effective resolutions for high-impact incidents. Collaborating seamlessly with cross-functional teams and stakeholders to ensure operational continuity and minimize business disruptions.

- Leading cross-functional teams in resolving major incidents and minimizing service downtime.
- Serving as a focal point for communication and coordination during critical incidents.
- Implementing and refining incident response processes to enhance efficiency and effectiveness.
- Analyzing incident trends to identify root causes and proactively prevent future occurrences.
- Facilitating post-incident reviews to extract valuable insights and drive continuous improvement.
- Coordinating with technical teams to ensure timely restoration of services and systems.
- Crafting comprehensive incident reports for management and stakeholders.
- Upholding ITIL best practices and ensuring compliance with industry standards.
- Collaborating with vendors and external partners to optimize incident resolution.
- Demonstrating exceptional communication skills to keep stakeholders informed and engaged.
- Utilizing Service Now as the primary ticketing system to track and manage incident resolutions, ensuring accountability and transparency throughout the process.
- Streamlining communication and collaboration through Jira to enhance team efficiency and incident response times.

REFERENCES

Daniel Ryan

*Yahoo GSM Manager
dryan@yahooinc.com
Previous Project Manager
716-425-5084*

Joseph Desiato

*HCL SD Lead
984-584-7091
joe.desiato@standard.com*

Mike Landel

*Yahoo co-worker
Mike.Landel@gmail.com*