

NISHEETH KUMAR BAUL

MAJOR INCIDENT MANAGER

CONTACT

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-  08/04/1996

SKILLS

- Service now Fundamentals
- IT Service Management
- Incident management
- Service Management
- Technical Expertise
- ITIL Framework
- Escalation management
- Change Management
- Microsoft Office
- Communication

PROFESSIONAL SUMMARY

With a proven track record at Teleperformance India, this adept Major Incident Manager excels in swiftly resolving IT incidents, ensuring optimal service continuity with proven Expertise in streamlining Operations and Enhancing Service Delivery.

EXPERIENCE

March 2021 - Present

Major Incident Manager

Teleperformance India, Gurgaon, Gurgaon

- Highly skilled and motivated Incident Management Specialist with a track record of efficiently handling and resolving IT incidents to ensure uninterrupted service delivery.
- Managed and resolved production-affecting incident tickets in collaboration with various Teleperformance IT teams, ensuring minimal downtime and maximum service availability.
- Supervised the teams' phone queue, efficiently handling inbound Help Desk-type calls related to outages and technical issues, providing timely and effective resolutions to end-users.
- Monitored the teams' email inbox and incident ticket queue at regular intervals, promptly responding to inquiries and escalating critical issues for expedited resolutions.
- Collaborated closely with Supervisor, Lead, and Manager to ensure seamless incident management and adherence to established processes and service level agreements.
- Actively contributed to continuous process improvement initiatives, streamlining incident management procedures and enhancing overall team efficiency.
- Provided expert-level guidance and assistance to end-users, offering clear and concise explanations to technical problems, empowering users to utilize available IT resources effectively.

EDUCATION

June 2019

BCA in Computer Applications

Babu banarsi das University, Lucknow

March 2015

Intermediate in Science

St. Lawrence school, Unnao