

RESUME

Palepu raviteja

Hyderabad,Telangana

Mobile No : 9182076679

E-mail: ravitejapalepu9264@gmail.com

OBJECTIVE:

Self motivated professional with 3 years of experience in supporting critical internal infrastructure and applications. Expertise in analysis, Monitoring, trouble shooting and reporting the complex activities with changing environments

PROFILE:

- 3 years of experience in the field of Incident Management
- Expertise in Major Incident Management (Driving technical bridges and submitting Post Incident summary reports).
- Exceptional communication and interpersonal skills and strong analytical capabilities and good customer management skills.

Work Experience: (June 2021 – Present)

Incident Management:

- Real Time & continuous follow-up with support teams for Critical incident resolution.
- Responsible for sending all Incident notifications as per agreed process.
- Continuously follow-up with support team for relevant notification updates per SLA, and drive resolution.
- Ensure that the Incident record is fully updated prior to Problem Management handover.
- Engaging and coordinating technical resources across IT support teams
- Ensuring that the Major incident management process is followed
- Providing input to problem management teams during root cause investigations
- Provided timely feedback to senior management regarding issues affecting quality of service to clients; facilitated teleconference meetings and weekly staff meetings, coordinating with all time zones to ensure timely communication.
- Ensuring all administration and reports are maintained and up to date, including contacts information, post major incident reviews.
- Work with other teams to identify improvement opportunities and ensure end-to-end success of the Incident Management process
- Record and classify received Incidents and undertake an immediate effort to restore a failed IT Service as quickly as possible
- Restore a failed IT Service as quickly as possible
- Keep users informed about their Incidents' status at agreed intervals
- Associate Incidents with other records (i.e., Incidents, Changes, Problems, Knowledge Articles, Known Errors, etc.)
- Resolve Incidents within the specified Service Level Agreements/Operational Level Agreements

- Document troubleshooting steps and service restoration details
- Work as part of the Incident Management team to ensure that the performance of the team achieves the defined performance targets and KPIs
- Prepare documentation and reporting for executive team on a weekly, monthly and quarterly basis using ServiceNow tools and PowerPoint presentations.

Data Center & Vendor Management:

- Received appreciation from client for fulfilling their requirements in timely and effective manner. Got appreciation for polishing concurrent updates to higher management on Major Incidents.
- Managed major change implementation calls.
- Good Client interaction and team collaboration.
- Maintaining inventory records of Network/Servers/Sites.
- Handling Daily Ops call and presenting weekly deck for client meetings.

EDUCATIONAL QUALIFICATION:

Graduation :

Aadikavi nannaya University

2017-2020

TECHNICAL SKILLS:

- Knowledge of SolarWinds & Splunk Monitoring Tools
- Windows Administration

SOFT SKILLS:

- Excellent verbal and written communication skills.
- Good leadership skills and team player.
- Fast learner and eager to learn new technologies.

DECLARATION:

I hereby declare that all the above furnished details are true and correct to the best of my knowledge.

P.Raviteja