Shubham Argade   **Major Incident Manager**   **Immediate Joiner**   **(+91)-7738933420**   shubhamargade1176@gmail.com

BE Computer Engineer   ITIL FOUNDATION V4 Certified

Major Incident Manager with **3.5+** years of experience in handling high-severity incidents, ITIL processes, RCA, and stakeholder communication. Skilled in team coordination and leadership to minimize business impact and ensure service reliability.

SKILLS : Major Incident Management, Incident Management, ITIL/ITSM, Escalation handling, Crisis Management, Root Cause Analysis (RCA), SLA Breach Management, Change/Problem Management, Post-Incident Review (PIR), Stakeholder Communication, Leadership, Business Continuity & Disaster Recovery (BCP/DR), Risk Mitigation, Continuous Service Improvement , Impact Assessment, Vendor Management, Incident Prioritization, Ticket Triage, Knowledge Management, IT Metrics & MTTR, Conflict Resolution, Bridge Call Handling, Request Management, SIAM.

TECHNICAL SKILLS: ServiceNow (Ticketing & Now Assist Gen AI), Jira, Azure Cloud, SolarWinds Monitoring, Power BI, Microsoft Office 365.

PROFESSIONAL EXPERIENCE

HCL Technologies – Senior Analyst / Major Incident Manager (Client: Barclays)   **05/2024 – Present**
Domain: Banking Services | Team Size: 25 | Environment: Cloud

Roles & Responsibilities:

- **Orchestrated** the resolution of P1/P2 Azure cloud banking incidents, accelerating recovery and minimizing customer impact.
- **Facilitated** cross-functional bridge calls with Azure, infrastructure, and vendor teams to restore services faster.
- Improved MTTR through incident lifecycle management and escalation handling.
- **Leveraged** Azure Monitor to proactively identify server, database, and network issues, reducing downtime.
- Used **ServiceNow with Now Assist (Gen AI)** to auto-create **incident summaries** and **resolution notes**, saving time .
- **Communicated** real-time incident updates and post-incident reports to traders, business users, and senior leadership.
- Created **Root Cause Analysis (RCA)** and **Post-Incident Review (PIR)** reports for issues like login failures, and banking app slowness.
- Worked with the **Problem Management team** to log known errors, analyze trends, and fix repeat issues (reduced by 30%).
- Assisted the **Change Management team** by reviewing Azure changes (patches, VM scaling, upgrades) and ensuring rollback .
- Built **Power BI dashboards** for incident trends, SLA breaches, and improvement tracking for leadership.
- Prepared daily, weekly, and monthly reports on incidents and SLAs for IT leadership.
- Conducted **training sessions and knowledge-sharing workshops** with support teams to improve incident handling maturity.
- Coordinated **Azure backup, recovery, and failover processes** during critical incidents to ensure business continuity.

Tech Mahindra Ltd – Software Engineer / Major Incident Manager (Client: Morgan Stanley)   **08/2021 – 09/2023**
Domain: Financial Services |Duration: 24 months | Team Size: 35 |Environment: IT Technology Services

Roles & Responsibilities:

- **Directed** the resolution of P1/P2 incidents impacting trading platforms and market data services, ensuring business continuity.
- **Facilitated** high-pressure bridge calls across trading floor, infrastructure, application, and vendor teams to accelerate incident recovery.
- **Coordinated** Desktop, IT, and Monitoring teams, ensuring clear task ownership and timely resolution during critical incidents.
- Detected connectivity issues using SolarWinds, improving service availability.
- **Delivered** timely incident updates and executive summaries to traders, business stakeholders, and senior leadership.
- **Authored** Root Cause Analysis (RCA) and Post-Incident Review (PIR) reports, highlighting systemic gaps and preventive actions.
- Partnered with **Problem Management** to implement fixes, reducing repeat issues by **30%**.
- Reviewed high-risk changes with **Change Management** and ensured rollback plans.
- Ensured **100%** SLA compliance by tracking incidents in ServiceNow.
- Coordinated with vendors and financial providers (Bloomberg, stock exchanges).
- Supported **critical trading hours** by prioritizing incidents based on business impact and financial risk.

INTERNSHIP & EDUCATION

- **Power BI Intern (Unpaid)** – Built dashboards, DAX measures, and Power Query reports   **12/2020 – 08/2021**
- **BE – Computer Engineering**, Sinhgad Institute (SPPU), Pune University | CGPA: 8.0   **06/2016 – 11/2020**

CERTIFICATIONS & AWARD

- Microsoft Azure Fundamentals (**AZ-900**) & Microsoft Power BI Data Analyst (**PL-300**)
- **Tech Mahindra Award – Excellence in Operational Performance**