

Sunny Dhall

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SUMMARY

- 9 + years of total IT Industry experience with strong belief on Service Management and ITIL Processes.
- ITIL major Incident Management with extensive subject matter expertise in IT Services Management (ITSM) and ITIL, methods, processes, strategic technology infrastructure planning, and developing cost effective solutions to meet customer business requirements.
- Technical Lead supporting multiple high priority applications of organizations.
- High efficacy and quick responsiveness while coordinating with multiple teams and managing high priority issues.
- Strong experience with Service Management processes and tools with a deep understanding of Problem Management and solid understanding of Incident Trending and Analysis/Service Improvement
- Experience working with Help Desk teams, Call Center Teams, Test Center teams, Product Owners, Application areas, and other support teams
- Incident/Problem/Change Mgt., Business Analyst experience in IT operations and change management of enterprise systems supporting airlines and web services, web applications, databases, virtualized servers, network and mainframe systems in a 24/7 environment.
- Diligent and dedication towards work.
- Process improvements skills, lean & GDF.
- Active team player & excellent team building skills.
- Good at planning & organizing activities.
- Strategic decision-making abilities & strong problem determination.
- Excellent communication skills & good at developing interpersonal relationships.
- Fast learner & easily adaptive to a new workplace and culture.

Education Qualification

Standard	University/Board	Year
Master's in computer applications	I.P. University, New Delhi	2009
Bachelor's in computer applications	I.P. University, New Delhi	2006

TECHNOLOGIES

New Relic	Active Directory	Catchpoint	SAP	TeamViewer
Maximo	LogMeIn	Grafana	Zenoss	Logic Monitor
Lotus Notes	JIRA	AppDynamics	Splunk	HP OneView
PagerDuty	AppNeta	Moogsoft	AS400	AWS
Docubridge	Workshare	BMC Remedy	Datadog	ITSM
Everbridge	Tableau	Big Panda	Genesys	Venafi
Bomgar	VictorOps	SCOM	Foglight	Wavefront

Certification

- ITIL V3 Certified
- ITIL Intermediate – Service Operations
- Lean Certified

Professional Experience:

Citrix/LogMeIn. Mar 2016 - Present

Manager 2 – NOC (Site Reliability), Incident/Problem/Change Management

Hold full accountability for a 24*7 operational management of Network Operation Center (NOC) team. Supervising and leading 20 NOC members working globally to oversee the LMI's highly complex Product Environments and take whatever actions necessary to protect the Customer Experience, maintain 100% Product Availability, and reduce MTTR (Mean Time to Repair) for any issues that may occur.

Responsibilities

- Oversee the day-to-day operational aspects of the NOC.
- Recruiting and training of future team members.
- Create strategy and manage development for monitoring solutions in support of Platform domains including Network and Critical Infrastructure.
- Ensure SOX access control and enterprise access control activities executed per policy.
- Identify gaps in existing communication processes and drive improvements to communications for a SaaS platform.
- Manage internal (up to a CEO level) and external customer communications during outages via statuspage.
- Performs technical writing by documenting an RFO (Reason for Outage) as an explanation to our customers.

- Supervise NOC teams by mentoring and training in established processes and procedures.
- Primarily responsible for the incident and problem handling of LogMeIn products.
- Create robust documentation of existing process flows, identify areas of inefficiency, and make detailed recommendations for achieving ideal work streams.
- Setup a well-defined outage communication plan and processes in place to ensure effective messaging during an outage.
- Lead IT Service Management (ITSM) tools implementation and customization based on ITIL best practices and project management based on PMI best practices.
- Facilitation and leading of the weekly Change Control Board meeting. This includes attending and frequently leading the weekly meetings which discuss the implementation of up-coming RFC implementations.
- Build and mature internal reporting and operational processes to achieve efficiencies and eliminate non-value-added work. Develop process documentation, including policies and operational procedures.
- Conduct SKIP level meetings with associates to understand improvement opportunities, address issues and organize team.
- Encourage cross skilling programs and skill enhancement initiatives.
- Identify and perform data analysis to facilitate performance monitoring and metric reporting.
- Instill a culture of operational excellence by driving continual improvements through problem management, automation and self-service.
- Monitor on-going progress of business processes (e.g., collect and review data; shadow end users; review pertinent metrics) to identify potential challenges, risks, and/or defects.
- Continuous analysis and improvement of monitoring tools and applications including but limited to: ITIL best Practices, Confluence, Jira, At Task.
- Approving the results of root cause analysis (RCA). This includes the documented root cause (or the decision that such could not be found) and the documented workaround.
- Examines work queues for problems in jeopardy of missing service agreements.
- Facilitate support teams' execution of Problem Management techniques to identify root cause of incidents & counter measures.
- Provide guidance and assistance in classifying incidents into Known Errors & in identifying opportunities to reduce recurrence.
- Manage and participate in proactive continual improvement initiatives; moving toward a more proactive CSI process.
- Leadership in the Problem Management Process Management including Problem Detection, Classification, Root Cause Analysis, Known Error Logging and Closure.
- General support for Site Operations including but not limited to: Site Wide Organization notifications, Maintenance Scheduling, Maintenance Playbook Administration, Conference call management, Ticket Cue management.

eBay Inc. March 2015- Mar 2016

Project Work: eBay Incident, Problem & Change Management

Current assignment: Represent Genpact at eBay Inc. rendering Incident/Problem/Change

Management Services in accordance with the defined set of Genpact proprietary Project Plan and Project Governance arrangements. Interface with multiple technologies and Business Domains.

Major Incident Manager - Consultant

Following are the services rendered to eBay Inc. Global Incident, Problem & Change Management from Genpact.

- Incident Management
- Problem Management
- Change Management

The project is being executed as per Genpact Global follow-the-sun model. Genpact Provides Incident Management Services to its eBay Inc. from locations across USA, India and managing Severity-2, Severity-1 and Critical Production Incidents for applications across multiple business lines 24*7.

Responsibilities

Incident Management:

- Capture all Business-Critical Incident details and update all necessary documents and databases.
- Escalated and communicated in a timely fashion the status of major incidents and problems with IT and business stakeholders including executive management.
- Coordinated activities by change management, business continuation, vendor technical management and problem management for return to service and problem mitigation supported by an international team of IT professionals to assure 24/7 availability.
- Provide daily updates on Incidents, including status, overview and insights.
- Liaison with team managers of all technical experts or support teams to ensure swift resolution of incidents.
- Act as a principal representative to core process for continued incident improvements.
- Ensure that Incident Management KPIs are reported and their targets met.
- Ensure that the correct Technical teams are engaged, and proper focus is paid to outages and recovery.

Problem Management:

- Liaison with problem resolution groups to ensure swift resolution of problems within SLA targets. Manage documentation and communication of Known Errors within the corporate knowledgebase.
- Liaison with suppliers, contractors, etc. to ensure third parties full contractual obligations especially with regard to resolving problems and providing problem-related data.
- Arrange, coordinate, and follow-up activities relating to major problem reviews. Provide formal closure for all Problem Records.

Post-Mortem Reviews / Root Cause Analysis Management:

- Call and chair Post Mortem and Root Cause Review meetings following major incidents. Issue a formal Post-Mortem report to Technology Management and ensure Post Mortem actions are completed in a timely manner.

Problem and Major Incident Communication:

- Deliver and manage communications across Customers and Life Time Technology to ensure that Problems are dealt with according to priority and customer needs.
- Provide regular communications to Customers across the organization and provide a practical representation of the Customer view within IT and the Service Desk.
- Attend Customer meetings and review SLA performance.
- Provide daily updates on Incidents, including status, overview and insights.
- Responsible for information dissemination of major incidents to internal teams.
- Sending OCIO reports for major incidents/outages.
- Preparing shift turnover reports.

Change management

- Review CRs throughout the week to ensure they have the appropriate approvals, valid steps, valid times, valid impact statements, and appropriate resources assigned
- Helps to resolve issues with Change Requester to assure acceptability of change request. Identifies and escalates issues, coordinates solutions and issue resolution
- Review and initial assessment of change requests.
- Facilitation of the planning & maintenance meetings; managing the agenda and documentation of the decisions, recommendations, and action items resulting out of the meetings.
- Review and provide the approval regarding the priority of the change request (Minor, Medium or Major)
- Engage on call technical support for failed changes, rollbacks, and other technical issues resulting from changes executed in both the INT and DOM windows.
- Prepare, document and run the weekly Domestic/International change Maintenance planning meeting
- Email technicians when CRs are lacking the required information/documentation.
- Respond to requests from IT technical staff to edit/cancel CRs.
- Coordinate/assist/monitor/communicate for planned office power maintenance changes/outages
- Support and document the weekly Change Advisory Board (CAB) meeting
- Initiate Severity Level (SEV) bridges for failed changes or changes that result in unplanned/undocumented production impact
- Email technicians & managers when there was no representation for their CR on the respective planning meeting.

Escalation Management:

- Liaison between the Support Manager and the various System administrator groups to escalate Problems and Major Incidents from the Service Desk to the appropriate internal resolver groups.
- Provide relevant and timely information to the service desk staff for escalated service requests.

Dr. Reddy's Laboratories May 2014 – March 2015

Help Desk Lead – Consultant

Provided first-level, technical support for global IT infrastructure supporting 4000+ employees throughout the U.S. Manage a staff of 6, troubleshoot and resolve hardware, software and connectivity issues for Windows environment

Responsibilities

- Cisco Phone Management
- Asset Management
- Lead Office Equipment Moves
- Vendor & Mobile Management
- Desktop Support
- Coaching & Training
- Re-Imaging & PC Deployment
- Video Conferencing - Polycom, and Cisco (Telepresence) meetings.
- Troubleshooting on Xerox Printers
- IMAC (Install, Move, Add & Change)
- Security Badge Creation/Access/Deletion using C-Cure 9000
- New Employee IT Induction Process
- MS Office 2013 and MS Lync Support
- Lotus Notes
- SAP Support
- Active Directory
- Remote management utilities (Microsoft RDP, Join Me, LogMeIn, TeamViewer 9)

Key Contributions: -

- Manage the development and implementation of standards, processes, and systems required to deliver high quality and consistent support.
- Act as a liaison between customers & internal support staff to assure accurate problem interpretation.
- Monitor the technician's status to ensure they are providing service level agreement and customer satisfaction
- Manage and distribute site-based troubled tickets to the appropriate technician at their locations
- Lead and motivate the team – direct and indirect providing mentoring to technology team member
- Provide technology recommendations on equipment purchasing request and orders
- Manage the implementation of methodologies that continuously improve first call resolution, customer perceptions and foster strong client relationships.
- Develop processes to monitor trends based on customer calls, issues, queries and recommend ways to improve the quality of technical service as well as reducing repeat incidents.

- Escalate issues as needed and maintain communication with customer and technical teams. Utilize Fresh Desk to record and track issues.
- Setting up meetings in conference rooms, video conferences (Polycom), and Cisco (Telepresence) in a timely and professional manners.
- Led projects for migration of old Lenovo laptops to new models.
- Conducted scheduled meetings with Manager and team to review previous Week's statistics and forecast daily efforts required.
- Responsible for weekly and monthly reports for cases open in the ticketing system and update all cases and ensure that each problem is resolved and closed.
- Responsible for assigning tickets to staff for resolution tier 1& 2.
- Responsible for training all new hires on Help Desk system as well as setting up the weekly schedule for employees.
- Install company-standard software such as SAP, MS Office 2013 etc.
- Standard configuration of desktop and laptop computers, printers, monitors and cisco desk phones.
- Responsible for the security badge systems (i.e. providing badges to new employees)

IBM Global Process Services, Gurgaon April 2010 – April 2014

Service Desk / Level 1.5 / IMAC Analyst / Incident Management

Technical Services Competency / End User Services is part of IBM's Customer Service Center (CSC) unit which is established globally and offers IT Service Desk, Desk side, SPMS, IMAC & User ID Administration services to corporate employees across the world.

Projects / Accounts Supported: Navistar & Hilton Hotels.

Highlights

- Technical content writing skills
- Voice, Email & Chat Support
- Demonstrated Process Trainer skills
- SLA Management / Incident Management skills
- Tool transitioning / Process Knowledge Transfer

Designation: Sr. Process Associate (Technical SME)

Experience: April 2012 – April 2014

Responsibilities

- Manage all IBM & client escalations, perform root cause analysis & implement appropriate solution
- Handling a team of 15 members operating from multiple locations in US and India.
- Working on Incident, Change and Problem Management functions. Streamlined the business process as per ITIL concepts and built the TO-BE process flows post review of AS-IS organization state.

- Experience working with offshore teams & working as a part Remote Team.
- Assisted in preparation of SLA, Productivity & Aging Reports and Weekly & Monthly account reviews
- Point of contact for severity escalations on high priority request
- Conducted process training sessions for multiple batches and also created training manuals & process documents.
- Authorize any IVR message updates for SD.
- Send periodic updates to the customers (if required) through SD, until the incident is closed.
- When not on a Critical Incident bridge, maintain a control on Ageing and Hopping incidents in each shift by running appropriate reports and escalating the Incidents to track leads and SDMs for proper action from ticket assignee groups/individuals.
- Track & close/review all pending actions from the restoration that complete the recovery from the impact of the incident.
- Retain the Technical Observation Post (certain ad-hoc individuals who observe the service after the Incident is resolved) in order to ensure that the resolution has actually resolved the Incident and that the Services have returned to their normal state.
- Severity 1 & 2 responsibilities include engaging the correct Dispatchers, on call Support, Team Leaders, SDM's & DPE's and initiating bridge calls for quick action / resolution to ensure the problem is fixed within service level agreement
- Performed Knowledge Transfers & Tool Transitioning's.
- Provides mentoring to new IBM team members on firm processes and end user support.
- Provide updates to the Management of daily outages
- Contacting the Support team manager in case of no response from the team.
- Coordinating Incident Bridge calls for quick and prompt resolutions.
- Follow-up on escalations and issue tracking & on any Delivery Team gaps on the Bridge.
- Coordinate cross department communications when required to assist in resolution of Incidents/ Problem/ Changes.

Designation: Process Associate (Service Desk/Level 1.5/IMAC Analyst)

Experience: April 2010 – April 2012

Responsibilities

- Provided First & Second level application support for multiple accounts at the same time as per IBM's Global Delivery Framework model where resources and accounts are pooled together to yield the maximum performance and ensuring quality services.
- Good exposure on troubleshooting applications like IBM Lotus Notes, Outlook, Cisco VPN Client & Blackberry email support.
- Performed tasks related to operating system issues, system recovery, data backup, hard drive partitioning, Internet Browser tweaking / proxy issues, network connectivity, system performance tuning & optimization.
- Updating Front end messages on the IVR for Major outages.
- Performed tasks related to system security, virus threats & system health checks.
- Good experience on working on Blackberry Manager & RSA ACE Admin for managing Blackberry & VPN accounts.

- Scheduling software installation activities with the end user as per user's availability.
- Performed password reset for various applications / platforms such Windows, VPN & Blackberry.
- Accountable and responsible for resolution of tickets related to customer queries
- Primary tasks which include monitoring critical client applications and applying strong problem determination & decision-making skills while initiating Severity 1 or 2 Incidents to support groups.
- Configuring the applications like MacAfee Antivirus, secure add in for MS outlook for secure messaging, etc.
- Perform change coordination activities in order setup new hires, employee termination, order inventory / assets, service dispatch.