

MATHA VANAMALI

IT Service Management Analyst (ITSM) — Major Incident, Problem and Change Management.

with 3 years of Experience

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Education

Andhra University

MRPG College - MBA

June 2018 – Feb 2021

Vizianagaram, India

Relevant Coursework

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|-----------------------|------------------------|-----------------------------|---------------------------------|
| • ServiceNow (SNOW) | • Problem Management | • Reporting | • Service Level Agreement (SLA) |
| • JIRA / SharePoint | • Agile Management | • Monitoring | • Service Level Reporting (SLR) |
| • ITIL Framework | • Project Management | • Technical Support | |
| • Service requests | • Knowledge Management | • Root Cause Analysis (RCA) | |
| • Change Management | • CMDB | | |
| • Incident Management | • Analytical Skills | | |

Experience

DXC Technology Company

Sep 2021 – Jan 2024

IT Service Management Analyst - Major Incident / Problem and Change Management

Chennai, India

- Successfully managed all **Priority P1 and P2 Major Incidents**, ensuring adherence to **SLA** requirements and minimal impact on business functions.
- Managed and empowered a **team of 5 individuals** in the comprehensive oversight of **Incidents, Service requests, Change processes, and problem resolutions** across **IT** and critical vendor service lines. Implemented prompt, decisive, and effective solutions to address issues efficiently
- Coordinated with **Resolving Groups, Support teams, vendors, and Third-Party Organizations** to promptly resolve high-priority incidents, mitigating operational impacts.
- Led conference **bridge calls for Major Incident resolution**, acted as a **Single Point of Contact (SPOC)** for **P1 and P2 Incidents** and facilitated **daily, weekly, and monthly governance** calls with **technology teams**.
- Spearheaded professional communication efforts with **customer stakeholders** and **executive management**, **providing valuable feedback** for **incident resolution** and **enhancing customer satisfaction**.
- Analyzed the **Escalation matrix** appropriately to ensure the right level of focus from **technical teams** and **management**.
- Prepared **monthly reports** of **major incidents**, compiled Incident Performance and Process Compliance Report, and **documented all major incidents** in the **Known Error Database**.
- Oversaw the compilation of the Incident Performance and Process **Compliance Report**, **analyzing** and **summarizing** **issues, actions, observations, and corrective measures** taken, **providing a comprehensive reference** for **future incidents** and **process improvements**.
- Initiated a "**Post-Incident Review**" process after the incident resolution, facilitating insights for the Problem Management team to conduct **Root Cause Analysis (RCA)**. Ensured punctual delivery of **management reports** and **dashboards**, meticulously reviewing for accuracy and completeness. Collaborated with the **resolving team** to ensure timely submission of RCA, meticulously **reviewing** and **documenting** all potential reasons, and **proposing changes** for problem records.
- Prepared a monthly report of all major incidents along with other lower-priority incidents and service requests that were **logged, and resolved, pending considering SLA and OLA** to **submit** to the **Management** and **Client**. Take necessary actions on the pending incidents so that they can be resolved.
- **Reviewed Change Implementation Plans**, categorized and **created Standard Change templates**, and ensured timely execution of changes, maintaining a track record of all changes.
- Attended **weekly CAB meetings** to **discuss change-related activities** scheduled for the **week**. Also, discussed any improvement in **change management processes** with **Project leads, Process Owners, and Executive Managers** reviewing **past changes**.
- Acted as part of the **Editorial team** for the **Knowledge base on SharePoint**, informed resolving groups about SOP updates, and facilitated periodic reviews for **Knowledge Database maintenance**.
- Informed the **resolving groups** to **create/delete/modify** the **SOP's** present on the **Knowledge Database** after **Periodic reviews**.
- Led the optimization of **300+ Configuration Items (CIs)** within the **CMDB**, implemented a **data validation process**, and **engineered a comprehensive process** for **managing relationships** between **IT assets** and **CIs**.
- Chased the **Change implementing team** after required **approvals** are **received** for the **changes** from the **service owners** for **changes** to be **performed**.

- Acted as a focal point for **all Standard change-related activity** and **handled all change-related activity** related to **Server migration, Active Directory Profile Management, and User Access Management, under organizational Scope.**
- Generated **weekly and monthly reports** encompassing **all executed, canceled, failed, or rolled back standards, nonstandard, and emergency changes** for **submission** to both **management and the client.** Additionally, **compiled** monthly reports detailing all **logged Problem tickets** to **document root causes (RCA)** within the **known error database.** Updated **Problem KPIs** for **internal and external submission** to facilitate discussions on **Service Level Reporting (SLR)** and enhance **Problem Management processes**
- Engaged in **weekly meetings/calls** with **senior leadership** and **technical teams** to **address SLA failures** and **strategize future actions.** Defined specific metrics to measure performance, such as **up-time, response time, resolution time, and availability, ensuring quantifiable and measurable indicators.**
- Conducted **knowledge transfer (KT)** sessions to empower **new team members** and **support staff** with the essential skills for effective incident management responsibilities. Regularly **reviewed performance metrics of IT infrastructure** and played a pivotal role in contributing to **performance reports**

Projects

Legacy Dell VMAX Decommissioning Storage Arrays Migration

- Managed and oversaw the completion of **decommissioning environment service requests**, achieving a **95% completion rate** within designated timelines, resulting in improved operational efficiency.
- Participated in **on-call rotations** to **deliver 24/7 incident management support**, guaranteeing uninterrupted service availability. Coordinated seamlessly with **Resolving Groups, Support teams, vendors, and Third-Party Organizations.**
- Led the removal of **VMAX 60K units** from the **data center, collaborating with vendors to meet implementation dates** and **finalizing plans** for upcoming activities with the data center. Initiated **Change requests** for **data sanitization, SAN, network removal, power down, and electrical earth strap removal.** This resulted in the liberation of **300 x 42U Rack spaces** and **released 13.3Kw derated power per unit,** contributing to heightened operational **efficiency and cost savings.** Regularly reported progress **updates to the Project Manager.**
- Collaborated with **multiple clients** to **manage incidents and service requests.** Proactively engaged in **Incident, Change, and Problem management,** addressing **major incidents and outages.** Conducted audits and communicated updates to clients, initiating bridge calls for troubleshooting and hosting **Business as Usual (BAU)** and **Change Advisory Board (CAB)** meetings.
- Performed **proactive monitoring** of **alerts** from **various servers and network devices,** executing operations on incidents based on requirements. Handled **high and low-priority incidents** under business requirements and **SLAs,** liaising with concerned teams for issue resolution and client updates.
- Assisted the **operations team** in adhering to **ITIL procedures,** while **preparing and maintaining relevant procedural documents.** Ensured **SLA compliance, generating and sharing incident and problem reports** for **both internal and external stakeholders.** Facilitated chat room sessions and bridge calls for troubleshooting, while **tracking ticket progress and providing updates to clients and management.**

Certifications

- ITIL v4 foundation certificate in IT service management
- Google Cloud Certified Associate Cloud Engineer
- Microsoft Azure Fundamentals AZ-900

Awards/Achievements

- Achieved the title of **"Best Performer"** in April 2022.
- Received the notable **"Inspiring Performance"** award from the Account Delivery head.
- Received the **"Champ Award"** for delivering a critical project on time with excellence.
- Executed a variety of **"Employee Engagement"** activities at DXC Technology.

Languages

- English
- Telugu
- Hindi