

Vishal Pankaj

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SUMMARY

Major Incident Manager with 1.3 years of experience in IT Service Management, specializing in critical incident resolution, root cause analysis, and change coordination. Skilled at handling 200+ high-severity (P1/P2) incidents, creating SOPs and knowledge articles, and ensuring service continuity through proactive process improvements. Adept in ITIL practices, stakeholder management, and global war room leadership.

EDUCATION

Rungta College of Engineering & Technology
B.Tech in Computer Science 2019-2023

EXPERIENCE

Major Incident Manager

Tata Consultancy Services (TCS) , Noida, India
05/2024 – Present

- Managed high-priority 200+ (P1/P2) incidents from start to finish, ensuring quick service restoration within SLA.
- Led bridge calls and coordinated several technical teams to find root causes and create workarounds.
- Wrote post-incident reports that included detailed root cause analysis and steps to avoid future issues.
- Proposed and executed process improvements that reduced MTTR and enhanced incident handling efficiency.
- Worked with clients across different time zones, improving skills in stakeholder management, communication, and decision-making under pressure.
- Communicated incident progress and resolution updates to stakeholders and senior management, ensuring transparency and alignment.
- Draft and published post-incident knowledge articles to strengthen knowledge base, streamline future resolutions, and reduce recurrence.
- Provide KT to new members on major incident processes

LANGUAGE

- Hindi
- English

SKILLS

- **Incident Management:** P1/P2 Handling, ITSM Tools : So-Unified(Customize Of ServiceNow)
- **ITIL Framework:** Incident, Problem, Change, Knowledge Article and Service Request.
- **Major Incident Process Knowledge:** Familiarity with severity classification, escalation procedures, and SLA management.
- **IT Infrastructure Knowledge:** Networking, Servers, Databases, Cloud platforms

PROJECTS

- **Portfolio:** Developed a dynamic portfolio website using HTML, JavaScript, and CSS showcasing my proficiency in front-end web development.

Link: <https://vishal7717.github.io/portfolio/>

CERTIFICATE

- **ITIL V4 Foundation**
TCS
- **Major Incident Management Process**
TCS
- **IT Service Management**
LinkedIn Learning
- **ServiceNow**
LinkedIn Learning

ACHIEVEMENTS

- **Managed High-Priority Incidents**
Successfully handled over 200+ high-priority incidents, maintaining SLA compliance.
- **Recognition & Awards**
Get multiple appreciation mails from client for delivering consistent, high-quality performance.
- **Training Leadership**
Led training sessions for 8+ teams on effective incident management practices.
- **Major Incident Resolution**
Resolved 140+ out of 312 major incident in Q4'2024 to Q2'2025, maintaining SLA with Zero escalation.