Vishal Pankaj

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EDUCATION

- **Rungta College of Engineering & Technology**   2019 – 2023
  Bachelor of Technology in Computer Science

EXPERIENCE

Tata Consultancy Services (TCS), Major Incident Manager | 05/2024 – Present (1.3+ Years)

- Managed high-priority (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.
- Improved incident resolution by simplifying escalation processes and tracking the incident lifecycle in ITSM tools (ServiceNow / So-Unified).
- 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.
- Authored and published post-incident knowledge articles to strengthen knowledge base, streamline future resolutions, and reduce recurrence.

PROJECTS

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

  Live Link: https://vishal7717.github.io/portfolio/

SKILLS

- **Incident Management:** P1/P2 Handling, ITSM Tools : So-Unified(Customize Of ServiceNow)
- **Programming Languages**: C++, JavaScript
- **Web Development**: React, HTML, CSS, NodeJS, ExpressJS
- **Database**: MySQL, MongoDB
- **Other**: MS-Excel

ACHIEVEMENTS

- **Managed High-Priority Incidents**
  Successfully handled over 200+ high-priority incidents, maintaining SLA compliance.
- **Optimized Communication Strategies**
  Achieved 95% client satisfaction by optimizing communication strategies.
- **Training Leadership**
  Led training sessions for 8+ teams on effective incident management practices.