

Meena C

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Objective

To work for an organization which provides me an opportunity to improve my skills and knowledge to grow along with the organization objectives and to gain new experience and to utilize my interpersonal skills to achieve the goals of the organization.

Work Experience

Queue and Major Incident Manager
NTT Data Services, Bangalore

Jan 2021 – Sep 2023

- Responsible for monitoring and troubleshooting Critical and High priority tickets.
- Manage all aspects of event life cycle from inception, identification, action, root cause analysis, long term prevention, utilizing first data incident management best practices.
- Investigate and drive preliminary root-cause analysis after impact has been created.
- Identify and document problem resolution and root cause follow-up steps.
- Recognized as Star Performer in the Team for outstanding performance.
- Attention to detail and the ability to work effectively under pressure while communicating to managers, team leads, and technicians to ensure that all tickets are completed correctly and within SLA.
- Following up with the customer to ensure that the correct information is placed in tickets, and they are closed within the SLA.
- First point of contact for any informational or technical issues between service desk and IT infrastructure to enable infrastructure team members to focus solely on timely completion of tickets, network projects and severities.
- Responding to critical or high priority customer-based trouble tickets, through bridge or triage and resolving them.
- Maintaining report and timeline while troubleshooting the issue.

Skills

- ITIL
- ITSM
- Microsoft Excel
- Communication
- Queue Management
- Incident Management
- Major Incident Management
- ITIL V4 Certified from NTT Data Services

Education

Presidency University Bangalore	2020
<ul style="list-style-type: none">• BTech in Electronics and Communication Engineering	
Seshadripuram Composite PU College	2016
<ul style="list-style-type: none">• Science - PCMB	
Stella Maris School	2014
<ul style="list-style-type: none">• 10Th	

Non - Technical Skills

- Experience with supporting Critical and High priority tickets.
- Experience with ITSM Tool such as Remedy, SOM & ServiceNow.
- Awareness and understanding of ITIL processes.
- Experience with SLA's.
- Ability to troubleshoot and document various problems.
- Attention to detail, strong organizational skills.
- Experience in handling international clients.
- Strong verbal communication skills.
- Strong writing skills and time management skills.
- Ability to work within a team for projects or tasks.
- Experience with Microsoft Office Suite (Excel, Word, PowerPoint).
- Excellent customer service skills.

Strength and Hobbies

- Communication skills
- Quick learner
- Flexibility and Adaptability
- Positive attitude
- Ability to learn from mistakes
- Dedication and Enthusiasm
- Paper Crafting

Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief.