**SANTOSH RAO**

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**JOB OBJECTIVE**



Overall 8+ Years of experience in Service Delivery Management, ITSM, Incident Management, Problem Management, Change Management, Release & Deployment Management, Problem Management, IT Infrastructure Management, Project Management and CMDB along with strong knowledge in application support along with the exposure into the ticketing tools like HPSM, JIRA, BMC Remedy & ServiceNow

**EDUCATIONAL QUALIFICATION**



* B.Tech in Computer Science Engineering from KIT, Bhubaneswar, BPUT , 2009-2013
* 12th Science from Surajmal Saha College, Puri, 2006-2009
* 10th from Tangi Vidyapitha, Cuttack, Board of Secondary Education , 2005-2006

**TECHNICAL SKILLS**



Ticketing Tools: HPSM, JIRA, BMC Remedy, ServiceNow

Certification: ITIL V3 Certified, ServiceNow Admin Certified

Other Skills: Project Management, Advanced Excel, Pivot Table, RFC, Handling Bridge Calls, RCA Methodologies(80-20/Pareto, Fish Bone technique, 5 whys, 4Ps, Predictive Analysis), Strong Negotiation Skills, Data Analysis, ITIL(Incident, Problem, Change management, Release & Deployment Management), Service Delivery, Proactive & Reactive Problem Analysis, Strong Communication skills

**WORK HISTORY**

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**Senior ITIL Consultant** 03/2022 to Current

**Deloitte India –** Bangalore, Karnataka (Client: Mercedes-Benz Cars & Vans [MBRDI])

* Manage & oversee all Service Delivery reports to an agreed schedule (or on request), including Incident/Problem/Change management SLA adherence and performance reports to IT Management
* Worked on BMC Remedy (CISM) to ServiceNow transition for Incident/Problem/Change management process
* Worked on Service Integration (SIAM), Vendor Management, Operational risk and resilience, Business Process improvement methods as well as risk related control frameworks and practices
* Gathering, analyzing & finding potential solutions on the Incident/Problem/Change Management reports from the PowerBi (DataBee) reporting tool
* Identified & resolved the integration/E-Bonding gap between MBAG ServiceNow & Everest (Infosys) ServiceNow working with the internal & external ServiceNow developers
* Review weekly & monthly service delivery reports represented by one of the leading vendors/service providers “Infosys TAF infra support team” & “ATOS application support team”
* Determine & negotiate with the vendors on the agreed/new/changed SLA based on the risk factors & contractual boundaries
* Govern & perform Major Incident Management process reviews to ensure efficient and effective workflow and to effect improvements in response time, business communication and resolution
* Manage and oversee Problem Management across all vendors & service providers to drive performance excellence based on business defined priorities
* Governed & Conducted Change Management Service Reviews forum to review overall Change Management performance
* Review Major Incidents caused due to authorized/unauthorized change & standardized the change management process across different operating model & regions
* Assisting & governing the vendors to differentiate, involve & share the right communication for the correct operating models, sister organizations (MBAG Vs DTAG)

**Service Delivery Manager** 11/2019 to 03/2022

**Technosoft Global Solutions LLP. –** Bangalore, Karnataka (Client: Diageo)

* Conducts Change Management Service Reviews forum to review overall Change Management performance
* Handling a complete Change Management team as a team lead, working as a SME for the stakeholders and responsible for ServiceNow Ticketing Tool Administration
* Regularly arranging meeting Change Advisory Board(CAB) meeting for reviewing the RFC
* Participated in ECAB meeting for emergency changes in order to plan a strategy for avoiding critical issues
* To monitoring the effectiveness of the change management process and make recommendations for improvement
* As part of the Service Integration, manages the process across all Providers by frequently reviewing Change Reports from all Providers
* Manage the governance of the life cycle of changes and make sure that only authorized changes are implemented
* To manage relationships and coordinate work between different teams at different locations
* Create change management strategy & managed all communication with project managers for various change activities.
* Arrange CAB meetings, Initiate and facilitate Management meetings for Major RFC reviews and endorsement
* Participate in ITIL best practices & Continual Service Improvement quaterly training with different team personals such as Service Desk Specialist, Incident Manages, Problem Manager, Data & Business Analyst, Vendor Manager, Asset Manager, Release & Deployment Managers, Developers & Administrators, Sales & Finance Team
* Assist the process & application owner in identifying and prioritizing the process improvements & address the scope of upgradation required within the application by integrating & adding multiple vital features
* Provide training to the Service Desk & Incident Management team regarding changes implemented into the IT Infrastructure, symptoms of the expected issue, troubleshooting steps, sharing the KEDB (Known Error Database) for quick FCR (First Call Resolution)
* Prepared appropriate resolutions to achieve all business objectives
* Problem analysis, diagnosis and solving them by finding the root cause of the issue
* Properly investigate, diagnose, test and verify the root cause of the Problem and determine the associated Configuration Item (CI)
* *Apply a structured methodology and lead change management activities*  
  Apply a change management process and tools to create a strategy to support adoption of the changes required by a project or initiative
* Maintained inventory of problems under analysis and their current progress and status
* Followed various techniques of RCA like 5 whys technique, Fish Bone technique, 80-20(Pareto analysis), Predictive analysis
* Worked with Problem Management to update the known error database(KEDB)
* Handled and scheduled meetings, calls, video conferencing with the SDM, virtual teams, vendor management teams and cloud monitoring teams
* Identified the critical process gaps in order to avoid manual works, fall back issues and suggesting changes to the current practice
* Successfully followed the RACI Matrix, Escalation Matrix, created and maintained dashboards for problem records
* Identified trends and potential Problem sources (by reviewing Incident and Problem analysis)
* worked with all external technical teams, Service Management and external stakeholders like customer and 3rd party
* Organized both Operational and Change Advisory Board meetings to discuss new change governance mechanism and processes to stakeholders , set key performance indicators(KPIs) for change Management and RCA
* Performed daily data queries and prepared reports on daily, weekly, monthly, and quarterly basis.

Extracted, compiled and tracked data and analyzed data to generate reports

**Senior Process Executive** (Clients: British Telecom & Orange)01/2017 to 07/2019

**Infosys –** Bangalore, Karnataka

* Updating known error database (KEDB), documenting knowledge base & lesson learnt
* Initiating change requests by raising RFC for making any changes in any of the application
* Service Monitoring ,checking log files and monitoring outputs, conducting testing, rollout, identify measures to optimize the application service
* Strictly monitor the outages, fallbacks and tries to avoid them by eliminating errors & bugs
* Perform compatibility testing (before new o/s, hardware, NW, security patches are required to be implemented in the application servers)
* Performed daily data queries and prepared reports on daily, weekly, monthly, and quarterly basis.
* Extracted, compiled and tracked data, and analyzed data to generate reports
* Respond to client queries via inbound calls, emails, chat and web tickets within defined SLA’s
* Follow up with the dispatched problems to ensure proper and quick closure
* Communicate with the end-users and keep them informed of the progress
* Escalate the major incidents to the management for further attention.
* Confirm the resolution with the end-users before closing the tickets.
* Coordinate with the 2nd /3rd level and regional IT support for knowledge transfer and problem management
* Provide Chat Support to the end users.
* Experience in Ticketing and ITIL process.
* Use the Incident Management System to document and manage problems and work requests and their respective resolutions and circumvention's.
* Responds to telephone calls, email, instant messages, and assigned tickets from users; Assign work orders / incidents to appropriate support teams and follow up until closure.
* Respond to, and diagnose, problems through discussions with users, including problem recognition, logs, research, isolation, resolution, and follow-up steps;
* Provide level 1 remote desktop support and perform other activities based on SOPs. Perform user account management activities Escalate complex

**System Administrator** 04/2014 to 08/2016

**Caapstripe Technology -** Bhubaneswar, Odisha

* Handled overall Remedy Management and provided business solutions
* Support Remedy and ITSM tools in relation to Incident Management, Problem Management, Change Management, Knowledge Management, Service Request Management, Service Level Management, CMDB/Asset Management and Reporting business solutions
* Support Remedy integrations with LDAP
* Setup security policies for users (e.g. firewalls and intrusion detection systems)
* Router and Networking diagnosis and Full Setup
* Monitoring & reviewing incident & problem tickets, known error database, KPI parameters of the team, Service Level Agreements, Escalation Matrix
* Participating in Continual Service Improvement workshop regularly in order eliminate the process gaps as well as manual work
* Arranging bridge call meetings with multiple technical teams for problem identification & resolution by following various RCA methodologies like Pareto Analysis, Fish Bone Diagram, Asking 5 Why?, predictive analysis
* Coordinate with the Change Management team for any Major or Emergency Changes

**Network Engineer** 10/2013 to 4/2014

**Wefe Technology -** Bhubaneswar, Odisha

* Providing resolution over the phone for various connectivity issues on modem, router, switches and other hardware components
* Creating and tracking IT tickets for network & internal tool issues
* Assisting users over the phone as well as onsite for installation, configuration and repair of routers and other hardware components required for establishing connection
* Dealing and negotiating with corporate clients before establishing connection and was also instrumental in taking matters further

**PROJECTS ACCOMPLISHED**



* Provided training to the clients and internal employee for administrating the BMC Remedy supporting tool GENERGY designed for Incident Management and analyzing the data integrity issues along with making logic for tool reconciliation by making co-ordination with the operational team under “ORANGE Intervention Program” in Infosys(April 2017-Till Present)
* Delivered a full scale administration to the client & partners into all required hardware, network & server support under project “Connectivity Management” in Caapstripe Technology.(April 2014-August 2017)

**PERSONAL DETAILS**



Sex & Marital Status: Male & Unmarried Age & DOB: 32 years, 18th July 1990. Nationality: Indian, Relocation: Willingness to relocate both Domestic and International environment