

14 Years of rich experience in IT Service Management & ServiceNow. ITIL4 MP & ITIL V3 Expert certified. Delivering IT Services Management (ITSM) solutions based on ITIL best practices that focused on the people, process, tools, and information perspectives of providing business solutions within the IT infrastructure. Implement solutions for enterprise customers based on the ServiceNow platform covering ITSM processes (Incident, Problem, Change, Knowledge, Release, Catalog)

Experience

Alcor Solutions, Inc. – Noida

Jul 2022 – Dec 2022: Consultant - ServiceNow – Service Transition & Operations

- Responsible for delivering implementations focused on ITSM processes in ServiceNow applications (Incident, Problem, Change, Knowledge, Release, Catalog).
- Elicit, document, and maintain requirements that enable Solution developers to deliver the value of Service Transition & Operation processes on the ServiceNow platform.
- Provide ITSM and ServiceNow training to customers, peers and other through opportunities to promote digital transformation.
- Lead workshop sessions collaborating with clients and developers to ensure requirements are met

Wipro Technologies – Pune

Dec 2021 – Jun 2022: Lead - Cross functional services & Tools

- Responsible for developing and implementing solutions for ServiceNow applications.
- Capturing requirements related to internal/external consulting, documenting, and mapping current business process.
- Knowledge in all aspects of ServiceNow with multi-vendor development environment.
- Interact cross functionally on matters that require coordination across organization and collaborate with other groups.

EY – Bangalore

Sept 2018 – Dec 2021: Specialist - Process design & Improvement

- Design, assess and deliver the performance analysis of all day-to-day ITSM processes. Examine Critical Success Factors (CSF), Key Performance Indicators (KPI) and other key metrics produced on a daily, weekly or monthly basis as a critical component of the analysis.
- Organize and lead appropriate analysis activities with senior members of the organization on ITSM processes not executed appropriately and drive actions identified to closure.
- Develop metrics that provide data for process measurement, identifying indicators for future improvement opportunities
- Work across functional organizations to identify synergies
- Lead and drive the key initiatives applying project management, change management and process design principles to drive improvements
- Research, recommend, develop, and implement updates and amendments to the Service Management tool (ServiceNow) to reflect identified enhancements or changes to process and procedures.
- Perform process reviews to ensure efficient and effective workflow and to effect improvements in service quality and timely delivery.
- Design and develop training materials, communiques and related documentation to inform and train IT users in the ITSM processes and tool and to embed the processes as part of the required business knowledge of the IT organization.
- Manage and take ownership of escalated key stakeholder situations

Tata Consultancy Services – Bangalore

Aug 2014 – Aug 2018: ITSM – Service Operations

- Accountable to senior management for the proper design, execution, and improvement of Incident, Problem, Change, Service Request, Knowledge Management
- Responsible for the effective implementation of the Incident Management process and carry out the respective reporting procedure.
- Represents the first stage of escalation for Incidents, should these not be resolvable within the agreed Service Levels.
- Ensures that the IT organization is able to gather, analyze, store and share knowledge and information. Improve efficiency by reducing the need to rediscover knowledge.
- Responsible for managing the lifecycle of all Problems.
- Prevent Incidents from happening and to minimize the impact of Incidents that cannot be prevented.
- Maintain information about Known Errors and Workarounds.
- Responsible for the lifecycle of all service requests, providing a channel for the request and receipt of standard services.
- Monitoring the effectiveness of the team against SLA/KPI"s, driving through change as needed to deliver continual service improvement
- Liaise with Operations on service delivery issues, taking corrective action to meet service level goals or to increase productivity
- Ensure quality, up-to-date documentation exists for all service arrangements
- Monitor service-delivery performance with established governance
- Drive a continual service improvement program to continually improve the effectiveness and efficiency of IT processes and services.

TESCO HSC – Bangalore

Jan 2008 – Aug 2014: Major Incident Management & Event Monitoring

- Managing major and significant (priority 1 and 2) incidents; liaising with business service managers to fully understand business impact and engaging technology support teams to ensure prompt recovery of high impacting incidents
- Writing and sending incident communications to all key business and technology stakeholders and managers.
- Ensuring all aspects of incident recovery are recorded through completion of incident reports to facilitate Problem Management process and participating in Major Incident Review process
- Monitoring the entire infrastructure estates Data Center's servers (Linux/UNIX/AIX/ Windows) for proactive support through Event management applications. Detect events, determine and troubleshoot issues as they arise and prioritize incident response from the support teams as per the Incident Management process
- Monitoring Network alerts LAN, WAN, BGP, TCP/IP and DC Load Balancer VIPs and investigate, troubleshoot at first level and engage Network Team escalation as needed
- Track problem status and resolution and contribute during RCA on major problems

Skills & Attributes

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| • Service Operation | • Requirement Gathering |
| • Continual Improvement | • SOP Documentation |
| • Service Transition | • ServiceNow |
| • Process Training | • MS Office |
| • Communication | • MS Project |
| • Reports & Analysis | • MS Visio |
| • Team Management | • Power BI |

Accomplishments:

- Implemented ITIL-based best practices that significantly reduced mean time between failures of production systems and the Incident Trend
- Developed, modified, negotiated and monitored Service Level Agreement performance and formal root cause analysis for any non-performance.
- Automated and Effective Communication on High Priority Incidents
- Developed and implemented Process Guides / Standard Operating Procedures establishing policies for Incident Management, Service Request fulfillment, Problem Management, Change Management, Asset Management and Service Desk Operations.
- Coordinated and developed improved work/system processes related to Incident, Problem, Service request and Change management
- Led successful ITSM Audit and completed all resulting compliance actions
- Attend Senior manager service level meetings covering performance reports, service improvements, and quality and processes.
- Established Asset Management system for all Datacenter Hardware IT assets.
- Improved relationship between Level 2 Help Desk and Level 3 Operations teams by holding weekly collaboration meetings resulting in cohesive team environment and improved customer satisfaction.
- Transition for the ITIL Processes (SO, ST) for the TCS client from different vendor to TCS
- Developed the main project plan and other associated plans for the project, working with relevant staff in the team and beyond as appropriate.
- ITIL Instructor - TCS Internal (ITIL Foundation and Intermediate modules)
- Planned, organized and developed training materials that met specific needs for new hire classes
- Trained the IT Infrastructure and application teams on the ITIL processes and the importance on adhering to the processes
- Transition for Knowledge Transfer about the Bank Application - (TESCO Bank, Edinburgh, Scotland, UK)

Education

Diploma

Electrical and Electronics Engineering (DEEE) - 2003 - 06

State Board of Technical Education and Training

PSG Polytechnic College, Coimbatore – 77.06% (First Class with Honors)