**Career Objective**

Seeking an environment that is conductive for learning and growth which gives me a platform where I can apply my knowledge and skills towards the fulfillment of the organization’s growth**.**

**Professional Summary**

* Major Incident management for Priority1 related issues within the SLA mentioned in SOP.
* Change and Release management by applying a structured methodology and lead change management activities.
* Define and measure success metrics and monitor change progress.
* Incident management by adhering to the responsibilities detailed in the Process.
* Communicate appropriate updates to users contacting the Technical teams
* Completed ITIL V3 Foundation external Training.
* Completed 3 months of internship at Infosys, Chennai.
* Completed training of 2 months on Production Support (ITIS) in Bangalore.
* Basic concept of ITIL V3, Six Sigma Yellow belt, Process Space etc.
* Deliver work on time
* Good written and verbal communication skill.
* Quick learner and Good in adapting new technologies

**Education**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree/Course** | **Board/University** | **Year of passing** | **Percentage** |
| B.E in Information Science and Engineering | Vishweshwaraya Technology University | 2014 | 66.58% |
| II PUC |  Karnataka State Board | 2010 | 74.33% |
| SSLC | Karnataka State Board | 2008 | 81.76% |

**Technical Skills**

|  |  |
| --- | --- |
| Operating Systems |  Windows 7, 10 and Linux |
| Applications | SQL,PL/SQL, Knowledge in Microsoft Excel, Power Point, Microsoft Visio, Microsoft Word. |
| Programming Language  | C, Basic Knowledge in Java, html |
| Networking and Graphics Application | Basic computer networking knowledge, Microsoft Visio 2010 and 2013 |

**Contact Details**

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**Work Experience**

* **Organization** : Cognizant Technology Solutions
* **Duration**: : From June, 2015 to Present
* **Designation**  : Senior System Engineer.

**Current Project**

**Title** Corbion Service Management

**Team Size** 8

**Role**  Change manager, Major Incident Manager, problem manager within the team.

**Project Description:**

**Change manager role in team:**

* Change and Release management within the project.
* GCAB and downtime approval for scheduling the changes.
* Accepting, prioritizing and categorizing change requests
* Rejecting outright any change request that is completely out of scope or out of policy for Change Management
* Chairing the Change Advisory Board (CAB) and Emergency Change Advisory Board (ECAB) meetings
* Ensuring that all preparations have been made for a CAB meeting, including creating of agenda, circulation of change requests to be considered, and inviting of participants
* Having the ability to review all planned changes
* Obtaining authorization for submitted change requests from the Change Authority
* Ensuring post review of exception changes to evaluate if the change addressed a real or a perceived exception condition
* Utilizing the Change Management reporting system to monitor and track changes.
* Negotiating end-user down time for change implementation
* Creating consolidated change schedule and resolves any scheduling conflicts.
* Identifying change requests that have not been acted upon in a timely manner and takes appropriate action
* Ensuring that changes are communicated in a timely and adequate manner
* Create and distribute Change Management reports
* Reviews all implemented changes to ensure that they have been carried out
* Closes change requests.
* Carrying out the Process Manager responsibilities for the Change Management process.

Incident manager role in team:

* Adhere to the Responsibilities detailed in the Incident Process and change management process.
* Act as the central communication point for major incidents – all Priority 1 issues and Priority 2 issues as required.
* Restoring the critical or priority 1 related services within agreed SLA.
* Understand and clearly communicate the business impact of major incidents
* Be proactive and guide the technical towers in **resolving of P1 & P2 incidents.** Rerouting misdirected incidents that have not been handled in a timely manner to appropriate queue.
* Develop strong working relationships with support and delivery teams, management and liaise with support areas as required**.** Responding to the Incident Analysts regarding escalation issues in a timely and appropriate fashion.
* Providing updates / communication to senior management on the status of P1 & P2 incidents
* Provide assistance with identifying problem management trends.
* Driving Problem Investigation to closure and Validating the RCA’s provide
* Incident analysis and follow up with the technical teams to resolve the incident as soon as possible on daily basis.
* Chairing the incident and problem review meetings. Identifying incidents which need special attention or escalation.
* Following defined escalation path when needed, as defined in the escalation policy.
* Notifying the participants in the Incident Management process when standards and procedures are not being followed.

**Previous project**

**Title** UECC CIS Support

**Team Size** 6

**Role**  L1 Support Engineer

**Project Description:**

* Creating Users accounts and adding them to appropriate groups in Active Directory and handling issues related to user accounts like lockouts.
* Creating users, groups, computers, Organizational Units in Active Directory.
* Administer and Maintain end user accounts, permissions, and access.
* Installing required software’s on client systems on request.
* Handling level 1 Windows troubleshooting and basic network related issues.
* Working on GoToAssist ticketing tool.
* Generating report on weekly basis.
* Provide resolution on change management, incident management, and Service request and keep up the respective SLAs.

**Declaration**

I hereby declare that the above furnished information is true to the best of my knowledge and belief.

Place: Bangalore Signature: Supriya Yerdoor