

# Neha Kumari Jha

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Contact No:9060263498

## PROFESSIONAL SUMMARY

- Strongly skilled and dedicated ITIL Expert with a superior work ethic and client satisfaction record. Widely and deeply knowledgeable in all aspects of ITIL management and coordination. Adept multitasker able to bring a high number of simultaneous projects to completion with accuracy and professionalism.
- Currently working on Service Management for Retail based Project in TCS Bangalore.
- Experience in Quality Management.

## TECHNICAL SKILLS

- Advanced knowledge of MS office (Word, Access, Excel, PowerPoint)
- **Technologies:** Service Now, CUM, JIRA, Remote Desktop control, automation tools.

## EXPERIENCE DETAILS

### TATA CONSULTANCY SERVICES

**JULY 2018-PRESENT**

#### Problem Management

- Interface with application/production/infrastructure work streams (Incident, Release, Front Office Production Support, and Change) to highlight key problems and initiate error resolution activities which out trading applications run
- Lead Root Cause Analysis investigations to successfully identify root causes of problems that impact the Capital Markets (front office technology) IT estate
- Track the completion of problem root cause and error resolution tasks
- Perform regular Problem Management meetings with Application/Business/Development areas to track progress of error resolution tasks
- Assist line manager periodically with Audit and Problem governance metrics. Train staff periodically on ITSM toolsets /processes and procedures

#### Incident Management

- Maintaining awareness of all the critical Incidents.
- Accountable for performance standards within Incident control team.
- Provide internal clients with value added technical insights in areas of functional expertise.
- Lead day to day operational activities in of the Incident Management Team.
- Monitor and manage reliability and availability metrics to infrastructure service level agreements.

## **Quality Management**

- Maintain tracking to allow for proper corrections of internal and external audit major/minor non-conformances and improvement observation
- Supported every aspect of internal audit quality system program from audit planning, implementation, feedback as required.
- Identified areas requiring training and ensure gaps are filled within the given time frame as per client expectation.
- Monitor and evaluate quality data to identify recurring pattern and variances and to identify inputs for improvement projects.
- Review process and documentation to ensure quality frameworks, forms, references, and links are established.

## **EDUCATIONAL QUALIFICATION**

### **Annamalai University, Bengaluru**

- Master of Computer Applications – MCA (2019 – 2021)

### **Birla Institute of Technology, Ranchi**

- Bachelor of Computer Applications – BCA (2015 – 2018)

## **CERTIFICATION**

ITIL CERTIFIED \_ Foundation certificate in IT service Management

## **PERSONAL TRAITS**

- Quick learner
- Able to work independently
- Good team member
- Good Adaptability
- Able to work under pressure
- Self-Motivated