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| **R.Ravikumar** |  |
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|  |  **ravi.225840@gmail.com** |
| **+91 9980521194** |  |

###### **CAREER OVERVIEW / SUMMARY**

* Competent IT professional with 16 years of Total work experience,abreast with the latest trends and technologies of the ITIL Service Mangement field, coupled with a commitment to surpass customer expectations give me the edge to manage and deliver so to realize project goals. Was working with Unisys Global Services, Bangalore as **Incident Management Analyst– Cloud and Infrastructure Services.**
* **Looking for Openings into IT Service Management domain(Incident,Change,Problem and Release Management)**
* Exceptional communication, collaboration & team building skills with proficiency at grasping new technical concepts quickly and utilize the same in a productive manner.
* Comfort in working with cross-cultural and Multinational teams, and interacting with people across hierarchical levels globally for smooth project execution.

###### **CORE STRENGTHS**

###### Working knowledge of ITIL v3 best practices/methodologies or **ITIL V3 foundation certified.**

* Manages changes, incidents and problems across multiple data center environments to protect production and disaster recovery systems critical to business success.
* Provides immediate response and coordination aimed at minimizing the duration of service interruptions.
* Make decisions regarding real-time incident resolution activities and selecting client situations for executive and management escalation updates.
* Maintains trend data and metrics related to changes, incidents and problems for clients and executive reporting
* Recommends and documents departmental standards and procedures.
* Sound exposure on working and implementing proven SDLC & STLC processes and methodologies, in Services as well as Product Companies. **.**
* Consults with other teams on proper integration and correlation of the change, incident and problem management process and their respective areas
* Ensures effective and rapid response to major incidents
* Assist with the development of processes and procedures to improve incident response times, analysis of incidents, and overall SOC operations
* **System Center Configuration Management(Installation,Configuration and Software deployment)**

**Areas of Expertise**

* Operations Management
* Strategic Planning/Analysis
* Strong Leadership Skills
* Process Improvement
* Business Management
* Risk Management
* Client Relationship
* Problem Resolution
* Good Communication Skills

**PROFESSIONAL EXPERIENCE**

 **Unisys Bangalore Major Incident Manager(June 2015-June 2020**

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| * Unisys.Bangalore
 | ***Sr.System Analyst – MCA (*Nov.’09 – June 2015)** |
| * Unisys, Bangalore.
 | *SR.SSR3 (*May.’07– Nov.’09) |
| * First Source India Pvt. Ltd. Bangalore.
 | *SR.CSE* (July.’05 – May.’07) |
| * Cli3l eservices ltd.Bangalore.
 | *SR.CSA* (Jun’04 – Jun.’05) |

###### **EDUCATION**

* B.Sc(PCM)– Bangalore University(2001-2004).
* MBA-Sikkim Manipal University,Distance Education(2008August-2012 Feb)

###### **TECHNICAL SKILL SET**

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| Methodologies and Process : | ITIL V3foundation(**Incident,Change,Problem and Release Management)** |
| Ticketing Tool : | BMC REMEDY 8.1,Service Center,Service Now(London 08 instance and Multitenant instance) |
| Tools : | IPD,GTM,GLOBE,CSIS,WFMandCTNT,SRMS,ClickScheduler |
| Database : | SQL, MSAccess |
| Operating Systems : | Windows XP,7,8 (Expertise - user level),Windows10 |

 MS office Packages : MS Access,PowerPoint,Word,Excel,One Note,MPP

 Certifications : **ITILV3 Foundation,CSTP,Six Sigma Yellow Belt,Microsoft AZURE Fundamentals,Scrum Fundamentals certified**

###### ***PROJECT SUMMARY (Reverse Chronological)***

**Unisys – June 2015-June 2020**

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| Role/Designation:Major Incident Manager |  |
|  Responsibilities : | Execute Major Incident Management, leading major incidents throughout lifecycle per the major incident process; provide regular updates and weekly reporting of major incidents.Strive for continuous improvement of overall major incident process and communication, including tracking and archiving all post-incident reports and incident and problem trend analysis.Administer the **Major Incident Management (MIM) process** and ensure adherence to process and escalation requirements within various support and delivery areas, assisting teams in establishing SLAs and KPIs. |

Driving an Incident to resolution through support engagement utilizing paging system and or Oncall schedules.

* Documenting key actions and events during the Conference calls.
* Notification to senior leadership of current status and impact through emails to the Information Services department and contacting senior leadership to advise of the impact to the business.
* Post Incident documentation to assist **Problem Management in root cause Analysis.**
* Ensure proper escalation procedures are followed and correct support teams are engaged.
* Vetting significant incidents reported to the **Major Incident Management** team to ensure the proper priority is assigned and the correct business impact is documented.
* Facilitating peer to peer conference calls between resolver teams on non significant incidents and escalating if the impact increases.
* Provide leadership and guidance to the coordinators.
* Assist with user acceptance testing of new applications.
* provide approval for business **critical changes** after the fact changes and change deviations.
* On call support during weekends and holidays as needed.
* Complete a Post Incident Snapshot report.
* Assist as a coordinator during data center rallies which involve a lot of changes during a comprssed time frame 1 weekend a month.

**Unisys – Nov 2009-June 2015**

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| Role / Designation : | Sr.System Analyst – Cloud and Infrastructure Services.Applications:IPD,GTM,GLS,CSIS,CTNT,CLICK SCHEDULER,DARGAL,SRMS,globeTeam size-6Technology:Mainframes, MS Access,ASP.NET,Java |
|  Responsibilities : |  |

* Technical SME for on Client requirements in the above mentioned applications.
* Maintaining SLA for enhancement requests as per SOW.
* Preparing and sending the Weekly Delivery Report to Client and explaining the activities performed by team to IT Operations Manager.
* Working on escalated tickets and requirements ,driving Process.
* Governance Board,attending Change Advisory Board Meetings.
* Preparing the Technical Design Documents after analyzing the functional requirements ,Issue and gap analysis of the problem design,implementation and testing.
* Preparing the detailed design documentation for Operations.
* Perform system and application configuration and management. Provide level 2 customer support of tickets assigned to the ServiceNow team.
* **Provide analysis of problems while working toward solutions to technical issues(**Complete development, configuration and workflow administration to support business processes in the platform.
* Actively manage the life-cycle of the platform.
* Document technical architectures that could be clearly understood and immediately used by developers to construct code and unit test.
* Participate in the full software development life cycle: Analysis, Design, Coding, Testing, Training, and Operational Support

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| * Performed Critical Bid Maintenance and Support activities which brings Source of Income from Clients to Unisys.
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| * Was responsible for ontime Bid Process and Maintenance and Approval of the same.
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| * Prepared Bid Summary Report and approval for the releases and provide the same to MGMT and Stakeholders.
* Work on Incident tickets related to Application issues like latency,slowness,Outage etc
* Prioritize work based on severity of the issue.
* Preparing weekly and Monthly Report of Incidents handled and send the same to Management.
* Worked on migration of CSIS from older version of OS 2008 to 2017.
* Perform Functional sanity testing for any kind of releases to the Application.
* Work on access related tasks related to CTNT.
* Work on Incident tickets assigned our Support group for issues related to the mentioned Application.
* Configuration and Installation of CTNT to users.
* Was responsible for weekly change release activities,reviews and task allocation of peers
* Responsible for build preparation and deployment during the course of the project
* Performed Functional and Regression testing on the Application
* Was responsible for bug tracking and participated in Bug triage meetings
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| * Prepared Weekly and Monthly Summary Reports on the current and existing issues and approval for the releases
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**Employer :Unisys**

**Project :MSC-CRC**

**Designation: Senior Service Support Representative**

**Period : Jun 2007-Nov 2009**

**Work involved handling of Inbound calls from Technicians within Unisys and assisting them in closing the SRMS CALL Tickets**

* Worked on handling Multiple skillsets like Dlist,APAC,Assist,ONSITE etc.
* Selected as the best Agent with Good Soft Skills and achieved 99% CSAT scores along with good Technical knowledge.
* Worked as an SME for all the skill sets and helped agents to work on improving their Call quality scores
* Also worked as a Research Lead in looking into the various technical aspects of the functionalities involved within SRMS and other Associated UNISYS tool.

**Employer : ICICI ONESOURCE**

**Project Name : Telco Global &Onetel..**

**Designation : Senior Customer Support Executive.**

**Period : Jun 2005 – Jun07..**

Providing customer service for a UK based Telephone Company .. Work involves dealing with all customer queries and complaints about the various telephony & Billing related queries that our client offers to a variety of customers across the UK.

**Achievements:** Underwent UAT Training at **London( UK**) to provide support to clients for the migration of Timm Accounts on to onesys.

**Period** : April 2006.

**Employer : Cli3l eServices ltd..**

**Designation : Customer Support Executive.**

**Period : Jun 2004-Jun 2005.**

Project Name : UNITED ONLINE(INTERNET SERVICE PROVIDER)

Products : JUNO AND NETZERO..

**Role Played    : Senior CSA.**

Providing customer service for a **US based ISP giant** over the phone for its customers. Work involves dealing with all customer queries and complaints about the various ISP products & services that our client offers to a variety of customers across the US.

###### **PERSONAL DETAILS**

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| Date of birth : | 30-03-1983 (Age:37 years) |
| Gender :  | Male |
| Marital Status :  | Married |
| Passport No : | M5759153 |
|  Location : | Bangalore |

 Languages : Hindi/Kannada/English/Tamil/Telugu/Malayalam