# Vachana MS

# Service Management

**Email:** msvachana@gmail.com

**Contact:** +91- 8105727180

# Career summary

* 6.9 years of experience in Service Management (Incident, Escalation, Access, License and RFM and change management) roles.
* Handled high priority Incidents and Escalation management for an American insurance project and Major Nordic Project
* Owned the Request Fulfillment Management process for a Nordic project
* Handled small projects such as Application upgrades and Procurement Management
* Handled License Procurement process and lead the License management Team
* Experience in handling Windows administration role for Nordic project
* Experience in handling Change management process
* Proven ability to complete multiple assignments simultaneously and maintain high standards
* Extremely customer focused, working well as part of a team or independently
* Have received several appreciations and awards from customers and have brought in many CSI’s highly beneficial to the project

**Academic Qualification**

* BE (Computer Science) - Coorg Institute of Technology, Ponnampet, Karnataka

# Skills Set

* Effective communication and interpersonal skills
* Task oriented
* Keen observer
* Problem solving skills
* Multitasking
* Adaptable
* Team player

# Technical Skills

* Operating system: Windows Server Administration 2003,2008/R2,2012/R2 2016 & 2019
* Management Softwares and Tools - Zenoss, Service-Now, Quest Recovery Manager for Active Directory

# Key Responsibilities Handled

## Role: Change Manager Process: Change Management

**Roles and Responsibilities**

* Overall responsibility for the RFC’s and monitoring their successful completion
* Ensure changes do not lead to unplanned unavailability of the IT environment
* Ensure only authorized and necessary changes are implemented
* Review all changes and track CR’s to meet target times for each change stage.
* Review all outstanding RFCs awaiting consideration or awaiting action.
* Facilitate CAB meetings and ECAB.
* Decides on CAB meeting attendance requirements based on content of scheduled RFCs and ensures review material is available.
* Convenes Emergency CAB meetings for all Emergency RFCs (when requested by Orkla)
* Tables all RFCs for a CAB meeting, issue an agenda and circulate all RFCs to CAB members in advance to allow prior consideration.
* Reviews and evaluates the change process and recommends process Service Improvements.
* Produces management reports citing performance statistics for Change Management.

**Role: Windows Admin Process: Windows Administration**

# Roles and Responsibilities

* Handle Windows servers’ infrastructure spread across Nordic countries and Central Europe totaling over 1500 servers with almost all the flavors of Windows servers (2003 to 2016).
* Managing organizational units in Active Directory (AD) and managed user security with group policies.
* Creating and managing the DNS records
* Installation of DHCP server configuartion along with DHCP Backup, restore and DHCP Migration
* Installation of print servers and configuring print queues, migration of print queues to new server
* Installation of file servers and configuration. Migration of file servers
* Patching and fixing Vulnerabilities on Windows servers.
* Deploy and manage virtual machines on Vmware virtualization platform hosted on vSphere v5.5 and above.
* Perform administration tasks on vSphere like resource enhancement, vMotion, working with templates, managing VM snapshots, etc
* Handle day to day BAU tasks in the form of Service Requests, Incidents, and change requests.
* Perform server upgrades, resource optimization and capacity management as per the requirement and part of multiple ongoing project demands.
* Perform Root Cause Analysis for all the severity issues and ensure to provide a permanent fix to the problem
* Compliant to ITIL processes and ensure to follow them.
* Participate in server audits and requirement fulfilment.
* Monthly Patching of windows servers using WSUS
* Joining priority incident related bridge calls and resolving the issues
* Health and Performance monitoring
* Coordinating with various technical towers to have the work done in the timely manner.

**Role: Request Fulfillment Manager Process: Request Fulfillment**

# Roles and Responsibilities

* Operating the defined and agreed process, ensuring it interfaces with all other relevant processes, setting targets and reviewing the effectiveness and efficiency of the process, performing process audits and managing the process improvement cycle
* Ensure regular review and audit of the process, its techniques and methods are continuously improved
* Define standard request categories and types for IT components that are used in new or existing IT Services
* Define standard catalog items for IT components that are used in new or existing IT Services
* Establish measurements and reports for agreed business requirements in business terminology
* Ensure all activities occur within the SLA agreed targets
* Review all Request Fulfillment reports to seek improvement opportunities
* Provide inputs to improve the overall process design or amendments required
* Drive CSI for request fulfillment process
* Handling small projects like application upgrades and procurement orders

**Role: Incident Manager Process: Incident Management**

# Roles and Responsibilities

* Providing support by handling day-to-day incident issues, coordinating, facilitating Incident resolution and engaging support teams as required.
* Managing Network devices via Network Performance monitoring tool – SolarWinds

OrionConfiguring devices for monitoring and statistics, mapping for intelligent monitoring and ensuring device availability.

* Ensuring Networking devices to be up and operational, troubleshooting issues by involving Third Party Network Providers.
* Configuring and managing Network Configuration via SolarWinds NCM.
* Server and Application monitoring via HP SiteScope – creation, configuration and deployment of monitors. Setting up baseline monitoring of servers and applications, alert and report management.
* Monitoring unassigned and reassigned incidents and taking action if appropriate
* Assisting in reassignment of misdirected incidents
* Validating incident resolution status as requested
* Assuring the quality and accuracy of incident information and the transfer of information to incident resolver.
* Coordinating incident resolution
* Ensure all activities occur within the SLA agreed targets
* Invoking MIM process for critical incidents, coordinating in the war bridge and handling the issue until resolution
* Service Management Operations – Maintaining Daily Dashboard and managing weekly review meets
* Training Entry-level trainees and assessing them.

## Role: Escalation Manager Process: Escalation Management Roles and Responsibility

* Acknowledge the escalation, providing timely updates to the customer
* Ensure the escalation gets addressed within the agreed targets
* Coordinate with all the required teams until issue resolution or request process completion

**Role: License Procurement Lead Process: License Procurement & Management**

# Roles and Responsibilities

* Coordinating with the vendor for ordering the right license and assigning them to the users
* Publishing monthly cost reports to the customers
* Ensure better tracking and management of the process flow as required.

 **Certifications**

* ITIL V-3 Foundation Certified.
* Cognizant Certified Professional ITIL v3.0.
* Cognizant Certified Professional Level 1: ITIS Process Space.
* Cognizant Certified Professional Level 0: IT IS Yellow Belt.
* Cognizant Certified Professional Level 1: Virtualization  Internal Azure trainings and assessments  Solarwinds Orion Workshop, June 2014.

## Personal Details

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|  Language Known :  | English, Hindi, Kannada and Kodava Takk  |
|  Date of Birth :  | 22 Feb 1991  |
|  Passport :  | Yes  |
|  Nationality :  | Indian  |
|  Permanent Address :  | Vachana MS D/O MN Shambu  |
|   | Krishna Estate, Beckesodlur village and post,  |
|   | South Kodagu – 571216  |

**Declaration:**

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