

Resume

Manish Sharma
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Mob No: 09751155961
Current Location:-Noida

Professional Summary:-

Passionate and driven Major Incident Manager with 10 years of experience in leading cross-functional incident response and risk communication. highly skilled in translating technical jargon into clear and concise communications, ensuring a prompt and efficient resolution of incidents. proven track record in process improvement initiatives, realizing significant time and efficiency gains. Strong strategic thinking and problem-solving abilities, demonstrated in successfully managing critical incidents and implementing automation tools. Master of Business administrations in communication and ITIL Foundation certified. fluent in english and hindi. excited to bring my expertise and drive for excellence to a dynamic company's like Mascot Business Solutions,HCL,Hexaware. leveraging my technical affinity and communication skills to further enhance incident management practices.

Skills		
Information Management.	Service Management.	Disaster Recovery.
Improvement Recommendations.	Post-resolution reviews.	Critical incident handling.
Stakeholder Management.	Escalation management.	Change management
Problem Management	Business Continuity	Reporting Requirements.

Client's	Domain	Tools
Tele2	Telecom	Servicenow,BMCRemedy,Jira,Becrafta,Solarwind,PowerBI,CRM,Avaya,VDI,OP5,PluseSecure,Sharepoint,ITIL,EBS,Yoda,Confluence.
SASOL	Oil & Gas Energy Refinery	
YRCW	Travel & Transportation Logistics.	

WORK EXPERIENCE:

Hexaware Technologies
Sr Major Incident Manager
Responsibilities:-

Location:- Noida
Feb 2023 to current.

- Provided ultimate ownership and responsibilities for end to end management activities for all Severity 1 & 2 incidents.
- Act as a central point of contact for all critical and high priority cases raised
- Ensure agreed action plans are documented and followed through, with any required changes clearly communicated to all parties.
- Provide multi-vendor incident management across multiple accounts...
- Raising RFCs to resolve problems.
- Planning, scheduling, managing and chairing CAB meetings.
- Planning and managing support for change management tools and processes.
- Maintaining the change schedule and projected service outage.
- Coordinating interfaces between change management and other processes.
- Perform required technical and management escalations in line with defined processes.
- Apply ITIL standards and foundations to all managed critical incidents.

- Documented and tracked the timeline of events that occurred in the process to resolution for each of the incidents managed in support of root cause analysis (RCA).
- Manage, escalate, status, and assist, coordinating repair efforts on Service Assurance issues.
- The defined performance targets and KPIs.
- Ability to work well in high pressure environment while maintaining focus and sense of urgency
- Generated daily, weekly and monthly outage reports and provided them to senior management.
- Weekly audit and ageing of all track and publish the report and represent in weekly operation call.

HCL Technologies
Critical Incident Manager (ITSM)
Responsibilities:-

Location :- Lucknow
Aug 2020 To Feb 2023

- Ownership and Responsibilities for end to end Management activities for all Severity 1 & 2 incidents
- Act as a central point of contact for all critical and high priority cases raised Ensure agreed action plans are documented and followed through, with any required changes clearly communicated to all parties
- Provide multi-vendor incident management across multiple accounts
- Manage and coordinate skill group resolution to ensure delivery is performed within customer SLAs
- Initiate, drive and document technical and management conference calls if/when required for incident resolution
- Reviewing incident data to analyze assigned problems
- Analyzing problems for correct prioritization and classification Investigating assigned problems through to resolution or root cause
- Coordinating actions of others as necessary to assist with analysis and resolution actions for problems and known errors
- Monitoring progress on the resolution of known errors and advising incident management staff on the best available workaround for incidents
- Planning, scheduling, managing and chairing CAB meetings
- Planning and managing support for change management tools and processes
- Maintaining the change schedule and projected service outage
- Coordinating interfaces between change management and other processes
- Perform required technical and management escalations in line with defined processes
- Apply ITIL standards and foundations to all managed critical incidents.
- Manage, escalate, status, and assist, coordinating repair efforts on Service Assurance issues
- Work with other teams to identify improvement opportunities and ensure end-to-end success of the Incident Management process
- Work as part of the Incident Management team to ensure that the performance of the team achieves the defined performance targets and KPIs

- Ability to work well in high pressure environment while maintaining focus and sense of urgency Ensured SLA's are achieved, and client expectations are met
- Generated weekly and monthly outage reports and provided them to senior management
- Daily Morning and evening health check report
- Weekly audit of all track and publish the report and represent in weekly operation call.

Mascot Business Solutions
Service Desk Team Lead (MIM)
Sr Service Desk Specialist
Service Desk Specialist
Service Desk Analyst
Responsibilities:

Location :- Noida Sec 71
Apr - 2019 To Aug --2020
Apr - 2017 To Mar - 2019
Apr - 2016 To Mar - 2017
Feb - 2014 To Apr - 2016

- Developed strong relationships with key stakeholders to facilitate smooth coordination during crisis situations.
- Played a critical role in disaster recovery planning efforts, ensuring that systems were resilient enough to withstand potential challenges from unforeseen circumstances or emergencies related to infrastructure failures or natural disasters.
- Streamlined incident management procedures with the development of clear guidelines and standardized workflows.
- Actively participated in post-incident reviews, sharing lessons learned and driving continuous improvements in response protocols.
- Successfully managed high-pressure situations involving multiple parties, demonstrating excellent conflict resolution and negotiation skills.
- Consistently met or exceeded key performance indicators related to service quality and response times.
- Managed high-volume ticket queues efficiently, prioritizing urgent requests for prompt attention.
- Proactive
- identified recurring issues and worked with relevant departments to implement solutions. Maintained detailed documentation of incidents and resolutions, aiding future troubleshooting efforts.
- Implemented remote desktop support tools to increase efficiency in resolving user problems remotely.
- Contributed to knowledge base articles, sharing expertise with colleagues and improving overall team capabilities.
- Conducted regular reviews of service desk metrics to identify areas for improvement and implement enhancements accordingly.

EDUCATION:

- MBA Swami Vivekanand Subharti University 2019 Meerut
- M.A D.A.V COLLAGE Kanpur 2011
- B.A D.A.V COLLAGE Kanpur 2009
- 12th J.N.V.S, (KANPUR UP) 2006
- 10th (KANPUR UP) 2004

Certifications:

ITIL Foundation 4

Accomplishments

- Supervised team of 22 staff members.
- Documented and resolved [RCA] .
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Resolved product issue through consumer testing.
- Achieved 100% problems solving award 4 times by completing Over all ITSM task with accuracy and efficiency.
- Achieved Process trainer Award by introducing All Tools project use Like Servicenow, PowerBI, Share point ,BMC Remedy, Change Functions,Incident management.

(Manish Sharma)