





Piyush Mishra

IT SERVICE MANAGEMENT PROFESSIONAL

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SUMMARY STATEMENT

- Fourteen years of experience in Information Technology Operations, Managing IT Services across the Enterprise with vast experience ranging from System, Application, Infrastructure management, Service Delivery Management, Strategy Planning and IT Infrastructure Services on Cloud and On Premise Environment.
- Achievements in managing large strategic IT initiatives involving infrastructure management processes, operations and enterprise applications.
- My dexterity lies in leading end-to-end perfection across Service, Problem, Escalation & Transition with proficiency in managing technical issues that could impact end-to-end delivery operations.
- Managing all aspects of Technical Support, Incident Management, Customer Relationship management & Business Operations by leveraging infrastructure & operational knowledge to enhance processes. Proficiency in restoring service as quickly as possible and minimizing the impact of incidents on the business.
- A confident self-starter and effective leader with proven Service Delivery experience with in Service Management roles, working across complex and challenging operational support environments.
- Hard Working and committed with an ability to take up responsibilities and deliver positive results.
- Results oriented professional, recognized for taking on major initiatives, and adapting to rapidly changing environment and resolving mission-critical issues to ensure bottom-line success.
- Comprehensive business & technical skill set for handling large scale assignments for various platform/technologies coupled with established credibility in providing domain support for managing operations round the clock.
- Excellent communicator with exceptional analytical, people management, relationship management and coordination skills.
- Responsible, available to work in group, Ability to lead, motivate and direct a workgroup. Adaptable to change and adopt different work scopes.
- Customer recovery and problem resolution with a focus on customer listening, empathy and meaningful resolution that inspires customer loyalty. Drive positive results for customer & business partner to improve experience and customer retention.

SKILLS

- Operations Management
- Service Delivery
- Service Management
- Project Management
- Infrastructure management
- Cloud Fundamental
- Application support Management
- Team/People Management
- SLA Management
- Incident and Problem Management
- Situation and servant Leadership
- ITIL Process compliance
- Client Relationship Management

Service Assurance Manager

Nomiso Sep 2022 - Present

Proactive, meticulous, customer focused Service Assurance Manager with a passion for delivering efficient & effective IT Service operations with robust solutions which adds value to end users and stakeholders who supports business strategies.

Key Responsibility:

- Owning Incident/Problem/Change & Release Management process.
- Delivering the OKR/KRA for Service Assurance Domain.
- Managing a team of Incident Managers for day-to-day operations.
- Service Availability governance & target compliance.
- MTTA, MTTR & MTTD SLA's Compliance management.
- Weekly Process governance call with stakeholders
- Driving Problem Management via RCA process governance call & problem management action items
- Incident prevention via observability/prevention drives & change management
- ITSM tools, integrations & management
- Incident analytics & reporting for highlighting key process/system level issues
- Targeting continuous improvements in incident response practices & processes IM
- knowledge base management
- Jira Service Desk & Software projects administration (includes automation's, workflows, reporting)

Skills: *ITIL Process · Jira · Incident Management · Problem Management · IT Service Management · Team Management*

Customer Relationship Manager-Microsoft

Mindtree Limited Dec 2021 - Sep 2022

Key Responsibility:

- As a Relationship manager, RM need to facilitate the resolution of Customer, Partner and Field related escalations when standard support channels have failed. This team manages the main escalation process for Customer support across the following lines of business.
- Relationship Manager (Customer Recovery) investigates, and resolves customer escalations that are escalated outside of the designed support model.
- Relationship Manager worked collaboratively with colleagues, team leads, and senior stakeholders across the company. A successful RM has to advocate and deliver clear and professional communication, appropriate for stakeholders on the Executive team, Legal and PR teams.
- RM must Prioritize resolution of Executive, Legal and Press cases to minimize risk to Microsoft.
- Below are different Domain expertise which are in scope of delivery:
- Commercial Products – Modern Workplace, Azure, Dynamics, Windows, Office 365, Active Directory, Networking etc related escalations.
- ELP – Executive, Legal & Press Escalations including Consumer products (Surface, Xbox)
- License - Managing issues for global community of licensing experts.

Skills: *ITIL Process · Service Now· Customer Retention . NPS Management. Churn Rate management. CSAT .Incident Management · Problem Management · IT Service Management ·*

Incident/Emergency Manager

Ericsson India Global Services Private Limited Feb 2014 - Dec 2021

Key Responsibility:

- Worked as an Emergency manager- Lead/CRM for dedicated accounts, Responsible for service delivery & high network availability for issue reported under incident, scope involved below responsibilities & tasks
- During Emergency interacted with team of network/application experts to resolve

all the infrastructure/Network/application issues. Also interacted with multi-vendor network sites which included Junos/Huawei/CISCO/Platform/application teams to restore the services within SLA.

- Decision & Initiating action for escalations, change request or problem request. Leading Incidents for earliest restoration thereby delivering results & meeting SLA.
- Ensure timely communication / information flow towards internal & external stakeholders.
- Post Closure of Incident coordinate with support team for PIR (Post incident review) closure and circulate MIR.
- Led the Front Office operations (1stLA), Incident Management, Servicedesk, Fault management (L1FM), Dispatch (WFM/FSO) and Performance management (PM) Teams.
- Sharing the weekly performance report during governance meeting with Stakeholders.

Skills: *ITIL Process · BMC Remedy · Incident Management · Problem Management · IT Service Management · Team Management. NOC management*

Incident Management Specialist

BT Global Services Jan 2013 - Feb 2014

Key Responsibility:

- Supported the BT owned application and Tools used by BT employees as well as BT clients and vendors.
- Being Owner of the Applications and Tools, So Primarily responsible for uptime and meeting agreed availability for application and tools and trigger Incident Management process as and when required.

Skills: *ITIL Process · BMC Remedy · Incident Management · Problem Management · IT Service Management · Vendor Management. Application Management. End User Management.*

Server Administrator Level 2

DXC Technology Apr 2010 - Jan 2013

Senior Technical Resolution Expert

Dell Aug 2008 - Apr 2010

EDUCATION

MCA

Maharishi Dayanand University Jul 2005 - Jul 2008

BSC(Hons.)- Physics

Delhi University Jun 2002 - Jun 2005

CERTIFICATION

ITIL Foundation

Red Hat Linux/Oracle Solaris

Machine Learning/AI Fundamental Level

SIAM Foundation

MCSA

PMP Trained

LANGUAGE KNOWN

English

Hindi