

**CURRICULUM VITAE**

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| **JOHN** |  |
| Mail : john-393340@2freemail.com  |  |
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**CAREER OBJECTIVE**

Currently working as IT Service Manager, looking for a position in Middle east country-based companies, where I can make use of my current skill set and work for the organization growth in a way enriching my knowledge on IT service delivery

**WORK EXPERIENCE** Total 8.3YEARS

Relevant 8.3YEARS

**Note: Can Join Immediately**

**MANAGEMENT MODULES WORKED ON**

* IT Service Management
* ITIL best practices and IT Service delivery
* Change Management
* Release Management
* Configuration management
* Service Operations
* knowledge Management
* Customer Relationship Management
* Ticketing tool Management

**WORK SUMMARY**

**Change Manager To ensure changes to the services and underlying technology managed by IT are handled in a consistent, controlled, and compliant manner to reduce the risk and impact to the business while maintaining efficiency, effectiveness, and timely delivery.**

* Chairs all CAB and ECAB meetings.
* Approve & reject changes based on the Change management process.
* Identify, analyze, prepare risk mitigation to accommodate changes reducing potential risks to business
* Tables all Request for Changes (RFCs) for a Change Advisory Board (CAB) meeting, issues an agenda and circulates all requests for changes to Change Advisory Board members in advance of meetings to allow prior consideration.
* Prepared internal audit reports& designed various QMS documents.
* Review Risk and Impact assessment of a change. Discuss change plan in several technical and process forums before actual go-live, Communicate the change plan to all the related stakeholders, IT architects and service owners
* Analyzing the proper documentation of a change and verifying the planning details (Implementation plan, back out plan, service impact assessment, change justification, test plan, communication plan) and rolling back the change if required details fail to meet criteria.
* Chairs weekly review meeting with the Technical Track leads to review the changes implemented and ensuring changes worked as per plan. Review upcoming changes in advance for better visibility and planning, collecting feedback and suggestion for improvement or amendment’s in the existing process
* Performing Post Implementation Review
* Following up Pending CTASKs and Change Requests which are pending for completion status
* As A **Continual Service Improvements** Applied Lean Metrics and **GEMBA\_KAIZEN** with respect to IT Service management
* Published multiple KB Articles

**Incident Manager To identify, analyze, correct hazards and ensuring the faster resolution within promised SLA**

* Served as point-of-contact for escalation of all issues related to multiple teams as well as for special requests.
* Collaborating with multiple teams both within operations and our account management groups to have adherence to major incident management processes and taking feedback to support better for those groups in times of major incidents.
* To minimize the service disruptions because of changes and adhere to defined SLA
* Coordinate with customer as a focal point for all reported high priority and major incidents.
* TREND analysis and reporting about Incidents by daily, weekly, monthly basis, based on People, Process and Technology and sharing insights
* Communicating clearly with internal business owners and external partners, using relevant technologies, including email, instant messaging, portal, team collaboration, telephony and mobility services and how they can be fully leveraged by end users to improve productivity
* Experience in the management of these technologies: Microsoft Team Sites, Azure, Office 365, Messaging (Outlook), Skype for Business/Lync, SharePoint& other MS products.
* Coordinated DC maintenance activities and major replacement activities at NW level
* Performed CSAT for quarterly in shared service environment
* Co-ordinationated DR DRILL activity
* Co-ordinationated Storage migration activity
* Co-ordinationated DC NW & UPS maintenance activity
* Performed Patching, Windows server reboots, server space cleanups, file utilization checks, process/service restarts, Database monitoring and Auto sys job monitoring.
* Monitored alerts, incidents, diagnostics and analysis to determine the technology being affected and severity of impact

**Problem manager To prevent Problems and resulting Incidents from happening, to eliminate reoccurring Incidents and to minimize the impact of Incidents that cannot be prevented**

* resolution per incident to ensure service/system stability.
* To Draft Problem and initiate investigation
* Root Cause analysis and remediation planning
* Implement remediation, document risk, close and communicate
* To review the RCA, trending details and PTASK(s) that have been submitted by the Assignment Group

**Configuration manager To Ensure the process for establishing and maintaining consistency of a product's performance, functional, and physical attributes with its requirements, design, and operational information throughout its life**

* Ensure all the CI’s are uploaded in CMDB.
* Importing server Dataset upload and Transforming the CI’s into the

PROD Service Now CMDB.

* Creating new CI’s manually in CMDB as per the request.
* Co-ordinate with the requestor and notify periodically.
* Approving the proposed changes as per the requirement by analyzing the request.
* Relating and Mapping the CI to the corresponding Change or Incident.
* Mapping the Application CI’s to the corresponding Server CI’s
* Performing audits for all the assets.
* Generate reports based on the vendors or support track requirement.

**Release Manager To be responsible for planning, scheduling, and controlling the build, in addition to testing and deploying Releases**

* Plan release
* Build release
* User acceptance testing
* Prepare release
* Deploy release.

**CERTIFICATION& ACHIEVEMNETS**

* ITIL V3 certified (Foundation)
* Trained on Microsoft Products
* Practiced GEMBA\_KAIZEN & LEAN
* TIMWOODS-Eliminated wastes
* Created L0 & PPS documents
* Conducted ITSM awareness Program
* Awarded for outstanding performance for the Year

**BEHAVIORAL ATTRIBUTES**

* Strong analytical and interpersonal skills
* Excellent oral and written communication skills
* Flexibility to work on 24x7 shifts on rotational basis
* Ready to accept changes
* Gallant and ready to learn

**PROJECTS WORKED ON**

* Pharma Industries
* Oil & Petroleum Industries
* Bank & Finance Industries
* Healthcare industries
* Motor Industries
* Shared services -Worked with 50+ Microsoft Products using customers

**TOOLS WORKED ON**

**Ticketing Tools** **:** Service-Now, Remedy, Zendesk, IONI, MSSOLVE, UNICORN

**Monitoring tools** **:** HPOV, Nimsoft, Gecko board, Keynote, Nagios

**Other Tools** **:** NetScaler, Control-M, SolarWinds, CQ5

**EXPERIENCES & ROLES**

* **Chennai, India.**

*(May 2018 to Feb 2019)* **G5-Deputy Technical Specialist**

* **Bangalore, lndia. (For the client MICROSOFT)**

*(Oct 17th, 2016 to 11th May 2018)* **L-4 Service Delivery manager**

* **Chennai, lndia.**

*(Mar 31st, 2015 to Oct 14th, 2016)* **L 2A System Engineer**

* **Chennai, lndia.**

*(Sep 9th, 2014 to mar 25th 2015)* **E2 Operation Engineer**

* **Chennai, lndia.**

(May 23rd, 2011 to Sep 8th, 2014) **L1 Analyst**

**EDUCATIONAL QUALIFICATIONS**

* B. Tech (Information Technology) – (2007 -2011) – VRS College of Engineering and Technology, Villupuram, India.
* HSC (2005-2007) – DonBosco Hr. Sec. School, Pannur, India.

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| **PERSONAL PROFILE** |  |  |
| Sex | : Male |
| Age | : 29 |
| Date of Birth | : 10-10-1989 |
| Languages Known | : Tamil & English |
| Marital Status | : Married |
| Nationality | : Indian |
| Hobbies | : Verse writing & Swimming. |

**DECLARATION**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned.

(**John )**