

## Profile

Tech-savvy professional with extensive experience in overseeing high-impact incidents and optimizing IT service management processes to drive change and release management initiatives. An astute individual with sound proficiencies in developing and employing ITIL-based processes, leading cross-functional teams, resolving critical incidents, minimizing business impact, improving overall system reliability, and ensuring service restoration within agreed-upon SLAs. Forward-thinking mindset with robust skills in leading post-incident reviews and root cause analysis to identify underlying issues and provide recommendations for preventing future incidents. Effective communicator, well-versed in automation of ITSM processes, conducting regular audits, and leveraging tools and technologies to enhance process efficiency, reduce manual effort, and improve service delivery.

### Core Competencies Include:

Incident Management | IT Governance | Service Delivery Management | Data Center Operations  
Incident Planning | Infrastructure Management | Continuous Improvement | Configuration Management  
Team Leadership | Cross-functional Collaboration | Training & Development | Problem Resolution

## TECHNICAL PROFICIENCIES

**Software / Toolsets:** Service Now, BMC Remedy, MS Office 365, MS Teams, OneNote, HP NNMi, HP Business Service Management, SCOM, SCCM, SolarWinds, SPLUNK, DynaTrace, Salesforce and Siebel (CRM), and Jira

**Infrastructure:** Routers, Switches, Backup /Storage Systems, Hypervisors, UNIX/Linux /Windows Servers, Load Balancers, Firewalls, Cisco Call Managers, and Mainframes

**Networks:** Local Area, Wide Area, Global, International, VPN, DMVPN, MPLS, and Cloud Computing

**Methodologies:** ITIL/ITSM V3 and V4 fundamentals, SDLC Concepts, Agile, Business Continuity Planning, DevOps, Service Level Agreements, IT Governance, Knowledge Management, and Event Monitoring Management

**O/S:** Windows, UNIX, Linux, AIX, HP UNIX, and IBM MVS

## SELECTED ACCOMPLISHMENTS

- Slashed operational service costs by pinpointing and eliminating unnecessary overhead.
- Enhanced service management delivery models, surpassing initial delivery expectations through introducing improvements.
- Launched significant service enhancements, including Standard Operating Guides, CMDB Databases, and Knowledge Articles.
- Acted as the key delegate for resolving high-impact and critical incidents, covering major incidents, changes, problems, and releases.
- Achieved quicker resolution of complex conditions by lowering Mean-Time-To-Repair (MTTR) metrics.
- Earned accolades from leadership for demonstrating superior performance and enhancing client delivery.

## PROFESSIONAL SUMMARY

Company Name, City, State

2018 to Present

**Major Incident Manager and Production Support Operations (Lead)** – PCI and Banking Industry

Federal Treasury Department

Drive process ownership and excel in service delivery across key ITIL disciplines, including major incident, change, problem, release, and operations management while ensuring best practice adherence in a complex Data Center, translating and applying processes effectively, and resolving issues promptly.

- Enabled leadership in banking commerce and the Payment Card Industry (PCI) by strategizing and directing IT operations, aligning “fit for purpose” services with the business agenda.
- Enhanced business partnership experience by actively leading IT transformation to meet future state goals and elevate partner engagements.

- Maximized business value through meticulous IT resource management, including people, processes, technology, and services, while integrating solution-oriented initiatives for superior IT service outcomes.
- Realized 20% reduction in incidents and a 15% decrease in problems by rolling out production-enhancing updates and changes, including application patches and infrastructure improvements.
- Served as a trusted advisor and delegate to business stakeholders on Service Delivery and performance issues, authoring key communications and ensuring compliance with industry standards, including PCI, banking regulations, and HIPAA.
- Secured 98.5% success rate in deployments by overseeing Change Advisory Board (CAB) and Executive Change Advisory Board (ECAB) meetings and meticulously evaluating risks and impacts.

**Company Name, City, State**

2016 to 2018

**Senior IT Change and Release Manager (Lead) – HealthCare Industry**

Ensured effective translation and utilization of processes and initiated timely resolution for enterprise-related issues by orchestrating service delivery across multiple IT teams in a multi-faceted IT environment.

- Recognized as a "Highly Regarded" asset responsible for governing, executing, and provisioning various ITIL processes, such as change management, release, major incident, and problem management.
- Validated, activated, and guided vital activities by serving as a Delegate and Coordinator between IT Business alliances, Information Services, and departmental IT units.
- Lowered incidents by 20% and problems by 15% through an ITIL-based approach by executing production-enhancing release and change deployments.
- Evaluated and deployed schedules with a 98.5% success rate by facilitating Change Advisory Board (CAB) and Executive Change Advisory Board (ECAB) interactions.

**Company Name, City, State**

2011 to 2016

**Global Service Delivery Manager (ITIL/ITSM Expert) - Finance and Wealth Management Industry**

Supervised a team of 15-20 personnel, including four direct reports responsible for overseeing onshore and offshore service support functions while managing process initiatives and solutions to achieve key objectives.

- Attained customer satisfaction assessment test (CSAT) ratings of 95-97% by enforcing industry best practices and ITIL fundamentals.
- Drove quality and process improvements by actively participating in client service review meetings, covering SLA performance reports, critical outage events, and service improvement registers.
- Obtained 95% success rate in endorsing business-rewarding changes for production deployments by delivering several critical processes, including Incident Management and Change Management.

*Additional experience as **Senior IT Infrastructure Manager – Health Care Management Industry** at **Company Name** and **Enterprise Infrastructure and Application Support (Team Lead)** at **Company Name**.*

## EDUCATIONAL BACKGROUND

**Bachelor of Science**, Electrical Engineering Technology – University Name

ITIL v3 Certified | JIRA | ITIL v4 Service Management

Cloud Foundation Essentials, Infrastructure Management, Conflict Management – Fundamentals

Agile Fundamentals (SCRUM, Kanban, Extreme Programming), SDLC – Fundamentals

DevOps Fundamentals, Digital Consulting, Documentation Management, Configuration Management

Database (CMDB), Knowledge Management, HIPAA, Privacy and Data Protection – Ethics

Payment Card Industry, Finance and Banking Industry – Ethics