

ITIL v4 Certified IT Service Management Professional

ITSM Service Delivery Lead | Incident, Problem & Change Management | IT Operations Manager | Fintech Infrastructure Specialist

PROFESSIONAL SUMMARY

ITIL v4 Certified IT Service Management (ITSM) Specialist with 6+ years of progressive experience driving enterprise IT Service Delivery, Major Incident Management, and IT Infrastructure Operations within high-volume financial services domains. Proven track record directing cross-functional teams to manage **80,000+ annual incidents and service requests**, stabilizing mission-critical banking/fintech applications, and maintaining stringent SLA compliance. Recognized for pioneering continuous service improvement (CSI) initiatives that **reduced system downtime by 75%** utilizing data-driven PL/SQL architectures and Tableau business intelligence dashboards.

CORE SKILLS

ITSM & Governance	ITIL v4 Framework & Lifecycle, Major Incident Management, Problem Management (RCA), Change Management & Governance
Technical & Analytics	Tableau Business Intelligence, PL/SQL Database Reporting, Robotic Process Automation (UiPath), .NET Applications, IoT Integrations
Leadership & Strategy	24x7x365 Service Desk Operations, Cross-Functional Team Leadership, Executive Stakeholder Reporting, SLA & KPI Monitoring & Compliance

PROFESSIONAL EXPERIENCE

Floor Manager / Shift Supervisor | MACOM - MACTECH IP Camera & Surveillance Sep 2025 – Present

- **Command Center Leadership:** Direct a 12-member operational team executing 24x7x365 enterprise surveillance, infrastructure monitoring, and proactive threat detection services.
- **Incident & Escalation Management:** Serve as the Incident Commander for high-severity major incidents, establishing rapid command calls, orchestrating technical resolution paths, and streamlining escalation management across stakeholders.
- **Downtime Minimization:** Championed continuous service improvement (CSI) playbooks and operational governance reviews, resulting in an audited **75% reduction in critical service downtime**.
- **SLA & KPI Enforcement:** Oversee operational compliance against strict service level agreements (SLAs), auditing shift performance metrics to generate daily KPI governance reports for executive leadership.

Assistant Manager - IT Service Management Analyst | Manappuram Comptech & Consultants

Mar 2022 – Sep 2025

- **Enterprise ITSM Orchestration:** Managed end-to-end IT Service Management operations for mission-critical core financial software portfolios supporting multiple enterprise group companies, supervising a 35-member Helpdesk department and a ticket queue exceeding **80,000+ annual incidents and service requests**.
- **ITIL Process Alignment:** Standardized lifecycle governance workflows for Incident, Problem, and Change Management, explicitly aligning enterprise support desks with **ITIL v4 best practices** to maintain business continuity.
- **Data Analytics & Executive BI:** Engineered interactive executive management dashboards and complex KPI reporting architectures using **Tableau and PL/SQL**, turning raw system logs into actionable capacity-planning insights.

Sustained peak operational stability and product availability for tier-1 platforms:

- Asirvad Micro Finance Limited – Enterprise Human Resource Management (HRMS) Infrastructure
- Manappuram Home Finance Limited – File Movement System (FMS) & Loan Origination Systems (LOS): Managed application lifecycle health and incident response configurations to preserve system availability for critical loan processing pipelines.
- Manappuram Vehicle Finance – Loan Management Systems (LMS)

- Manappuram Comptech & Consultants Limited – Centralized Internal Audit Management Ecosystem
- **Root Cause Analysis (RCA):** Functioned as the tier-3 critical incident escalation lead, facilitating post-incident reviews and deploying rigorous Root Cause Analysis (RCA) techniques to eliminate recurring infrastructure bottlenecks.

Technology Analyst | Manappuram Finance Limited Aug 2019 – Mar 2022

- **Digital Transformation Automation:** Accelerated organizational digital transformation roadmaps by designing and deploying software automated workflows utilizing **RPA (UiPath)**, **IoT integrations**, and enterprise **.NET** web applications.
- **Business Intelligence Reporting:** Formulated standardized Tableau data visualizations and trend analyses used directly by corporate directors to optimize resource allocation and project lifecycles.
- **Cross-Functional Coordination:** Synchronized communication pathways across agile software engineering, infrastructure operations, and corporate business teams to steer complex technology deployment sprints.

CONSULTING PROJECTS

Technical & SEO Digital Marketing Consultant | Moms on Teaching (www.momsonteaching.com)

Project-based

- **Platform Technical Optimization:** Engineered comprehensive technical web performance improvements, optimizing platform backends to enhance page loading speed and user experience parameters.
- **Enterprise SEO Strategy:** Researched and deployed data-driven SEO architectures, utilizing search keyword normalization, semantic metadata alignment, and structured content maps to organic target audiences.
- **Analytics & Conversion Funnels:** Evaluated web metrics through advanced tracking tools, translating raw user traffic trends into strategic user conversion paths that maximized online community engagement.

CERTIFICATIONS

- **ITIL v4 Foundation Certification in IT Service Management – AXELOS (2023)**

EDUCATION

MBA	Dr. A.P.J. Abdul Kalam University, Indore	2022 – 2024
B.Tech	Computer Science & Engineering Focus Institute of Science and Technology	2015 – 2018
Diploma	Computer Engineering Sree Rama Government Polytechnic College	2011 – 2015