PRIYAM SUR

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SRG Building, Rocky Real Estate. Al Raffa. Dubai

Profile Summary

- Maintaining awareness of all Critical Incidents
- Manage team resources effectively so that proper and appropriate resources are available at all times
- Provide internal client with value added technical insights in areas of functional expertise
- Prioritization and assignment of all Incident, Service Request, Changes and Problems assigned to the team's Remedy Queue
- Create and improve standard operating procedure as-needed and in a timely fashion
- Willing to perform 24*7 on call as an Escalation Manager

- Establish Project measures to ensure that the project is on-time, on-budget and meet the customer specifications
- Initiating Incident Management by recognizing/verifying an event or issue reported through Request Management
- Monitor the Incident Workload to ensure that Service Level Agreement are respected
- All devices, end users or servers report to Anti-Virus server and has latest updates
- Ensuring all windows, Unix servers, databases are patched & all servers and database version are up to date

Brief Overview

- Record and classify received Incidents and undertake an immediate effort in order to restore a failed IT Service as quickly as possible
- Log all Incident/Service Request details, allocating categorization and prioritization codes
- Investigate and diagnose Incidents to restore a failed IT Service as quickly as possible
- Resolve Incidents within the specified Service Level Agreements/Operational Level Agreements
- Document troubleshooting steps and service restoration details
- Escalate Incidents at risk of breaching Service Level Agreement/Operational Level Agreement to the Incident Process Coordinator
- A subject matter expert for a Incident management specific service
- Liaison between IT and external support provider

PROFESSIONAL EXPERIENCE

Tata Consultancy Services   (07/2014– Till Date)

IT Analyst (2017- Present)
Driving complicated system related issues to resolution across multiple services or groups and summarizing key elements of technical problems and assigning cases to partners as and when necessary

Contribution:

IT Compliance Consultant

- Analyzing all necessary compliance requirements and coming up with appropriate solutions.
- Overseeing and managing all communication processes regarding changes
- Monitoring all processes to ensure that all industry regulations are strictly adhered to.
- Performing all required filing, according to requirement, evaluating all audits and ensuring that all inquiries are answered.
- Implementing all necessary statutes and new regulations, designing all compliance policies and procedures and providing necessary training to members and higher management.
- Attending and participating in all meetings, with supervisory principals, wherever needed, and evaluating the licenses of all employees.

- Taking part in development of all programs and developing and modifying all compliance standards and procedures.

IT Analyst (Command Center Senior Analyst- Coach)

- Providing training on workforce management tools and techniques to peers
- Ensuring that a consistent method of incident management is followed including classification, communication protocols and escalation paths
- Responding to server and network related support issues affecting agent tools and ensure that they are resolved to customer satisfaction and with proper SLA
- Initiating and driving process changes designed to achieve customer satisfaction and improve efficiency
- Partnering with key teams across organization to identify and track key metrics
- Handling employee scheduling concerns and proven track record of successfully working independently

Major Incident and Problem Manager (Southern California Edison)

- Leading efforts to restore service in a timely manner for critical business functions, application and infrastructure services as part of a 15-member remote team, comprised of professionals from several different countries and time zones.
- Implementing and executing major incident management processes including invocation, ownership, escalation, communication and restoration of service.
- Using ITIL best practices to support affected business units by managing, directing, coordinating and communicating across multiple technical and non-technical teams which include application, infrastructure, third party suppliers, and business units.
- Preparing documentation and reporting for executive team on a weekly, monthly and quarterly basis using ServiceNow and Remedy tools and PowerPoint presentations.
- Preparing post incident review documents and attend problem management review meetings to ensure determination of root cause; prepared accurate, appropriate and timely communication to internal and external stakeholders.
- Providing timely feedback to senior management regarding issues affecting quality of service to clients; facilitated teleconference meetings and weekly staff meetings, coordinating with all time zones to ensure timely communication.
- Actively participating in business development and client relationship development
- Maintaining, auditing and continually improving ITSM change management processes to assure coordinated multi-service provider, change management processes including: Create and process a Request for Change (RFC), Assess and evaluating change, coordinating change with stakeholders, testing change prior to release, authorizing and scheduling change implementation, implementing change, and reviewing and closing change record
- Supporting the execution of the plans through coaching the local change management teams as well as providing coaching on program sponsorship and leadership to senior executives within the program

Information Process Enabler (2014-2016)

Analyzing issues, participate in development of potential solutions, and make recommendations to ensure accurate and timely resolution

Contribution:

Senior Process Analyst (ERU Domain- NPower)

- Working with teams to evaluate and implement workflow of business process technology tools
- Tracking process improvement results and identifying performance metrics
- Ensuring data analysis techniques, process improvement methodologies and project management and implementation processes are followed
- Establishing control plans and key performance indicators
- Facilitating process workflow modeling in order to collaborate automation capabilities, on process improvements and clearly defined end-to-end user cases

Senior Business Process Analyst (BFSI Domain- Assurant)

- Tracking and reporting of enhancement requests and development efforts to provide visibility to senior management on timeline for expected changes and improvements
- Collaborating with Operations to collaborate and drive Key Performance Indicator (KPI'S). Develop a visual management system for KPI'S
- Working with managers to determine the status and actual work progress towards goals and objectives
- Provide to-be and as-is work flow analysis and identify opportunities to automate, modify and to streamline process to improve efficiency
- Performing analysis of issues, participating in development od potential solutions and make recommendations to ensure accurate and timely resolution

Personal Achievements

- Certificates of Appreciation was awarded by TCS and was recognized for the highest productivity and the highest number of audits done by the team.
- Was the top performer for several months during my tenure.
- Raised many ideas and worked with concerned Teams to implement them after prior approval from the hierarchy.

Professional Skills

- Incident/ Major Incident Management, Change Management, Knowledge Management, Service Request Management.
- System Administration, Process Enhancement and Data Management.
- Highly skilled in troubleshooting issues and taking corrective actions as well as managing internal and external stakeholders.
- Experienced in creating and updating the various PowerShell scripts for Windows, Active Directory, Azure AD, O365.
- Excellent time management skills and excellent communication skills that can suit to attain deadlines and organizational demands.
- Excellent interpersonal skills to work effectively with teams at large.

Technical Expertise and Specification

- ITSM, Remedy and Service Now
- Skype and Teams
- Microsoft Office Suit – Word, Excel and PowerPoint
- Internet Explorer 11, Google Chrome
- Active Directory and Shared Drive
- SharePoint and InfoPath
- Microsoft Windows XP – 7,8,10
- Power BI and Azure

Certifications

- ITIL V3 Foundation Certified
- Certified Azure DevOps
- Certified Agile Scrum Master

Educational Qualification

Degree	Institution	Year of Passing	Board/University	Marks (%)
BA (Eng.Hons)	Bethune College	2014	West Bengal State University	64.0
I.S.C	Salt Lake School	2011	ISC	84.5
I.C.S. E	Salt Lake School	2009	ICSE	77.5

Awards and Recognition

- Awarded 1st Prize for Elocution and Debate Competition from Ramakrishna Mission and Ramakrishna Math
- Awarded 1st Prize for Recitation Competition from Basirhaat College
- Awarded Certificate of Excellence from St. Xavier's University for Miming art
- Awarded 1st Prize and Award of Excellence for Best Book Review from The Telegraph and St. Xavier's University
- Rewarded with the Award of All Rounder from Bethune College at the end of the academic year of Graduations

Hobbies & interests

- Book Clubs
- Blogging
- Book Collecting