



# Kajal Upadhyay

Andhiyari Bagh North Ramlila maidan Gorakhnarh Gorakhpur-  
273015,UP.

8318087610 | kajalup.gkp01@gmail.com

## Objective

A dedicated ITIL worker with 3 years and 3 months of experience in Incident, Change and Problem management, Seeking a challenging role to leverage my expertise and drive both personal and organizational success through impactful growth.

## Professional Summary

- Having experienced in Major Incident, Change and Problem management, Aging and SLA management for multiple accounts and tower.
- Worked on reporting, dashboard, Aging to achieve client satisfaction. SLA management in performing breach analysis when the incident is breached.
- Drive meetings end to end which includes coordinating and involving the technical teams and facilitating the wider audience with all support to get the reported issue resolved at earliest with minimum business impact and within SLA as per the Severity.
- Send Timely notification to Tower Leads and Senior Management with the update on the high priority incidents keeping them posted with the latest update. Proactively working with technical teams in mitigation strategies to reduce incidents and Service Request.
- Handling CAB calls and ensuring that Change Management process is followed correctly.
- Handling Problem Management calls and working with the teams on the root cause of the problem and the preventive actions taken towards them.
- Making the daily reports and Change, Incident/Service request audit report.

## Experience

- **Hcl Tech** June 2021 - Dec 2021  
Intern  
Completed 6 months of internship at HCL technologies which includes 2 months of classroom training by HCL TSS and 4 months of on job training at HCL Technologies.
- **HCL Tech** Dec 2021 - Present  
Analyst  
My background includes over 2 years and 9 months of experience in ITSM, ITIL Process(Incident,Change and Problem management) with HCL Technologies.

## Education

- **Pranveer Singh Institute of technology, Kanpur** 2019  
Btech(ECE)  
75%

## Projects

- **CHS(Common health spirit)**  
Collaborated closely to work on Change, Problem management.  
Responsible for preparing internal reports and driving problem and leads call.
- **RBI-Cloud-Azure-EE-ADC/RDC-Cloud**  
Collaborated closely to work on Incident, Change and Problem management.

## Achievements & Awards

- 1- Awarded certificate for Enhanced CAB management process. 2- Awarded by HCL jewels and included as part of Silver Club Member.

## Skills

---

ITIL Process  
Service Now  
Reporting and Analysis  
IT Operations Management  
Change Management  
Problem Management  
Incident Management