Prakhar Sharma

Incident Management & IT Service Operations Analyst

sharmaprakhar1912@gmail.com +91 9911251826 Ghaziabad, U.P.

prakhar-sharma-6916ba158

Professional Summary

Incident Management & IT Service Operations Analyst with 3+ years of experience in major incident handling, ITIL-based service management, and cross-functional escalation for enterprise-scale environments. Proven expertise in P1/P2 incident resolution, root cause analysis (RCA), change request assessments, and proactive system monitoring. Skilled in coordinating bridge calls, maintaining SLAs, and leveraging ITSM tools like ServiceNow, JIRA, and PagerDuty to ensure service continuity. Strong communicator with a record of reducing MTTR, streamlining processes, and driving operational excellence.

Professional Experience

Service Operations Analyst, *Bravura Solutions* 04/2022 – 08/2025
Gurugram, India

- Managed P1/P2 major incidents, serving as the single point of contact during outages and coordinating bridge calls across application, infrastructure, and business teams.
- Handled incident lifecycle management: detection, triage, escalation, diagnosis, and resolution — achieving a 30% improvement in ticket closure rates.
- Conducted root cause analysis (RCA) and facilitated post-incident reviews (PIRs) to drive preventive measures and continuous improvement.
- Performed Tier 1 remediation tasks: server restarts, log analysis, load balancer adjustments, and monitoring health checks using AppDynamics, IBM Tivoli, and custom scripts.
- Partnered with change managers to review Change Requests (CRs) in ServiceNow, assessing risks and ensuring alignment with business continuity.
- Automated daily system checks, reducing manual workload by 10 staff-hours weekly and improving incident detection and reporting accuracy.
- Reduced MTTR by 18% by streamlining escalation protocols and collaborating with resolver groups.
- Authored and updated runbooks, incident logs, and operational documentation for knowledge sharing and SLA compliance.
- Supported 2x7 operations with rotational shifts and on-call availability, ensuring high availability of mission-critical applications.

Education

Bachelor of Computer Applications (BCA), 2016 – 2019
Guru Gobind Singh Indraprastha University (G.G.S.I.P.U.), Delhi
Graduated with 83.80%

Certifications & Training

- ITIL: Incident, Problem & Change Management
- Automation & Cloud Fundamentals – Oracle Cloud Infrastructure (OCI), AWS
- Certified in Web Technologies (Java, JSP – ISSAC IT Labs Solution LLP)

Technical Skills

ITSM & Ticketing Tools
ServiceNow, JIRA, PagerDuty

Programming / Scripting
Java, SQL, Shell Scripting, Batch Automation

Operating Systems
Linux, Windows

Core Areas
Incident & Major Incident Management, RCA, PIRs, Change Request Reviews, Tier 1 Remediation, Escalation Handling, Knowledge Base Documentation

Monitoring Tools
AppDynamics, IBM Tivoli, Datadog, Splunk, Nagios, Prometheus

Databases
MS SQL Server, Oracle

Cloud
AWS, OCI

Achievements

5x Best Performer Award
for excellence in incident response and proactive system monitoring.

Spearheaded system health automation projects
reducing outages and aligning with SRE practices.

Designed custom dashboards in ServiceNow, JIRA, and AppDynamics
enhancing real-time visibility into SLA adherence and incident trends.

Additional Information

- Strong interpersonal & stakeholder communication skills.
- Flexible with rotational shifts, weekends, and on-call support.
- Committed to continuous learning in ITIL, automation, and reliability engineering.