

Sai Praveen Bheemisetty

+91 9392141326 | bheemisetty.praveen@gmail.com | Bengaluru, India

CAREER SUMMARY

Results-driven ITSM and ITOM professional with over 3 years of experience in managing high-impact incidents, ensuring SLA compliance, and optimizing IT service workflows. Proven track record in handling major and critical incidents, performing root cause analysis, and leveraging ServiceNow ITSM to streamline operations. Adept in Tidal Enterprise Scheduler for job automation and monitoring. Certified in ITIL V4, with a strong focus on continuous service improvement, cross-functional team collaboration, and aligning IT services with business objectives to drive operational excellence and minimize service disruptions.

EDUCATION

B-Tech (Electrical & Electronics Engineering) | Dadi Institute of Engineering and Technology 2023

SKILLS

Handling End-to-end Business Operations | Project Management | Issue Ownership and Resolution | ITSM & ITOM Incident and Problem Management | Team Management | Root Cause Analysis | Critical Incident Management | Tidal Enterprise Scheduler

WORK EXPERIENCE

SYSTEMS ASSOCIATE

Infosys, Bangalore | Client: Caterpillar 2022- 2025

- Led and coordinated resolution of high-severity (P1/P2) incidents, ensuring real-time stakeholder communication.
- Managed end-to-end ITSM lifecycle through ServiceNow, including Incident, Problem, and Change Management.
- Conducted Root Cause Analysis for recurring issues, reducing incident volume by 30%.
- Oversaw SLA compliance, drove resolution efforts within contracted timeframes, and reported breaches with action plans.
- Configured and managed job scheduling, failure tracking, and automation using Tidal Enterprise Scheduler.
- Authored SOPs and trained junior engineers on ITIL best practices, reducing escalation rate by 40%.
- Participated in weekly CAB and post-incident review meetings with internal and client-side teams.
- Spearheaded onboarding of new ITSM processes aligned with ITIL V4 framework, improving resolution metrics.
- Designed custom ServiceNow dashboards and reports to monitor SLA adherence and incident trends.
- Provided leadership during after-hours critical incidents, ensuring rapid mobilization of resolution teams.
- Collaborated with infrastructure and application teams to automate recurring support tasks using Tidal.
- Acted as a liaison between business units and technical teams to translate incident impacts into actionable insights.
- Supported audit and compliance activities by maintaining detailed incident and problem documentation.

CERTIFICATION

- Google Project Management: Professional Certificate
- ITIL V4 Specialization
- AWS Certified Cloud Practitioner – April 2024 Credential ID: 39babb29b0cc43268fd2d64ebe555359
- Linux Administration – Infosys