

Mohammed Murtuza
Major Incident Manager / Escalation Manager - Microsoft India

Hyderabad, Telangana - Email me on Indeed: [indeed.com/r/Mohammed-Murtuza/0cdc3284bflbbeab](https://www.indeed.com/r/Mohammed-Murtuza/0cdc3284bflbbeab)

WORK EXPERIENCE

Major Incident Manager / Escalation Manager

Microsoft India -

June 2016 to Present

June 2016 - Till date

Roles and Responsibilities:

- Working as a Major Incident Manager / Escalation Manager for MSIT in Microsoft. Primary duties include leading team operations, managing team resources, leading & driving high impact technical incidents to resolution. Providing executive updates throughout the incident till resolution, communicate to global customers, senior executives/GMs on ongoing incidents, facilitating positive and timely outcomes by evaluating and escalating incidents to appropriate resources when needed. Preparing post major incident reports and KPI reports of Escalation Management for monthly reviews.
- Plan and provide elevated level IT support for scheduled planned change/premium events across organization.
- Leading team of 20 L1's and managing daily operations.
- Conduct Huddle meetings for team on daily performance targets and manage day to day shift activities.
- Validating the received escalation impact and pushing the tickets to the right severity with proper engagements to mitigate the issue at the earliest and understanding the Microsoft internal various service lines which is being affected in order to engage the appropriate resources to help drive resolution.
- Act as global escalation support to coordinate with various global teams within Microsoft IT and drive Bridge calls on high priority incidents such as Managed P1 & P2 incidents to restore the services as soon as possible and send standard communications to global customers on status of the incident, ETA, and current restoration plan.
- Managing the lifecycle of all incidents to restore normal service operation as quickly as possible and minimize the adverse impact on business operations across globe, thus insuring that the best possible levels of service quality and availability are maintained.
- Monitoring the ticketing system and reviewing the communications which will be sent to higher management for all major incidents/outages.
- Follow the Escalation process and keep up with the SLA's on all the new Escalation tickets and document incident chronology and timelines and support groups for Major incident resolution.
- Complete assigned On-The-Job (OJT) training for the newly hired techs.
- Preparing weekly meeting agenda which allows to improve coordination across teams and to discuss the overall incidents occurred in the past week.
- Tracking the model of escalations and calculating the SLA's as a part of Quality check and circulating internal group.

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- Join Daily Cross-Geo shift hand over calls to review all the ongoing high priority incidents/escalations from Redmond, USA team to India & Vice versa.
- Create and publish post incident reports with high level incident summary and chronology to leadership team and thus suggest challenges and improvements to prevent reoccurrence of incident.
- Identify and analyze problem requests and drive to circulate the RCA of the problem.
- Pre Communication preparations for the various Planned Event Support which includes reserving the groups which allows to complete the activity as scheduled without any downtime.

Company: Genpact India
Client: Schneider Electric

Major incident Management Team - Incident Coordinator

Roles and Responsibilities:

- Provided ultimate ownership and responsibility for end to end Management activities for all Severity 1 & 2 incidents.
- Collaborate with internal and partner repair organizations, from engineers to executive and Ensures that the correct Technical teams are engaged and proper focus is paid to outages and recovery.
- Documented and tracked the timeline of events that occurred in the process to resolution for each of the incidents managed in support of post mortem/root cause analysis.

- Performed notifications and status of all incidents to high level internal leadership and client while managing SLA's.
- Worked directly with Incident Lifecycle Coordinators to provide initial incident response.
- Manage, escalate, status, and assist, coordinating repair efforts on Service Assurance issues
- Provide updates to the Management of daily outages. Updating Outage forums.

Company: Genpact India

Client: Invensys

IT consultant

Level-2 IT Consultant for Active Directory 2008, Exchange server 2007, VMware ESX 4 .1, Lync 2010 server.

Roles and Responsibilities:

- Managed User Accounts on Windows NT and UNIX Platform (Creation, Deletion, Permissions, and VPN Access for company user's and contractors/vendors)
- Configure users, groups, group policy objects, service accounts.
- Developed organizational units in Active Directory (AD) and managed user security with group policies.
- Created and maintained email addresses and distribution lists in MS Exchange.
- Compiled data to assist technical writers with IT new hire manuals and prepared data to report to testers for system enhancements.
- Handled user account transfers from one field site to another moving client data to different servers, to ensure user accessibility.
- Maintained Microsoft Exchange e-mail accounts and public folder access through Microsoft Exchange System Manager.
- Served as lead contact for Desk Side Support Technicians, to provide assistance when troubleshooting desk side issues.

- Setup queue's for networked printers and added clients to Blackberry Server, which enabled employees to efficiently conduct business while away from the office

Company: Genpact India

Client: Siemens

SAP SRM consultant

Key Responsibilities:

- Functional support tickets handled in SAP SRM on the following areas of SAP-SRM.
- Maintenance & Creation of shopping carts
- Workflow approvals
- Creation of automatic account determination for consumables.
- Maintenance on Purchase Orders

Company: Genpact India

Client: Armstrong

Service desk representative.

Roles and Responsibilities:

- Effectively answering inbound telephone calls from clients and providing client support through the use of an online knowledge base.
- Partnered with Tier II and Tier III help desk peers based in the across the globe to resolve complex problems that required escalation. Provided detailed descriptions of issues in trouble ticket system and followed up diligently to ensure swift resolutions
- Configuring & troubleshooting Auto Discover, Offline Address Book, Out of Office, Scheduling & free/busy, Exchange ActiveSync, Outlook Web Access, Outlook Connectivity, RPC over HTTP (Outlook Anywhere)
- Troubleshooting for login issue, Microsoft Word, Excel, Access, Power Point, Front Page, Visio, Internet Explorer, Mozilla Firefox, Scanners, Desktop and Networked Printers.
- Unlocking and resetting user's passwords for Active Directory, SAP application

Company: Wipro

Client: HP

Worked as Technical support representative for HP laptop support.

Roles and Responsibilities:

- Diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues. Excel in asking probing questions and researching, analyzing and rectifying problems in Windows XP/ Vista/7, MS Office, and LAN/WAN connectivity issues.
- Installed software, configured and tested customer PC's, analyzed functionality of peripheral appendages.
- Instructed and trained end-users regarding computer literacy
- Trained in sales and guided customer's in helping to select the right product

EDUCATION

MBA in Marketing and Human Resources

Osmania University - Hyderabad, Telangana

B.Sc in Electronics

Osmania University - Hyderabad, Telangana

SKILLS

ACTIVE DIRECTORY (2 years), EXCEL (2 years), EXCHANGE (2 years), INCIDENT MANAGEMENT (2 years), OPERATIONS (2 years)

ADDITIONAL INFORMATION

Professional Skills:

- ITIL- Incident Management, Problem Management, Event Management, Change Management, and Configuration Management System.
- People Management, Shift Rostering, IT Operations management, Resource management
- Virtualization platforms- VMWare, Microsoft Hyper-V
- Active Directory 2008, Exchange server 2007, VMware ESX 4 .1, Lync 2010 server, SAP SRM

Tools:

ServiceNow, Microsoft ICM, Send Word Now, SCOM, SolarWinds, , MS Clarity Connect, MS Centergy, BMC Remedy ticketing tool, Bomgar ticketing tool, Skype For Business, Microsoft OneNote, Microsoft StaffHub, MS Excel, PowerPoint tools.