MOHANRAJ GUNASEKARAN

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SUMMARY

Experienced Major Incident Manager with expertise in incident orchestration, stakeholder communication, and service restoration. Managed over 60 major incidents annually, supporting rapid recovery and service improvements. Led post-incident analysis and corrective action tracking, collaborating with technical teams and vendors to resolve issues quickly.

SKILLS

- Incident management
- Incident orchestration
- Corrective action management
- Round-the-clock operations
- Stakeholder communications
- Troubleshooting
- Scheduling
- Network monitoring
- Incident triage
- Post-incident analysis
- SLA monitoring
- Technical resolution
- Service reporting compliance
- Workforce planning
- Ticketing
- Tools: Remedy, Microsoft Teams

EXPERIENCE

MAJOR INCIDENT MANAGER | 07/2020 to Current
Ericsson India Private Limited

- Manage major incidents across the lifecycle, from initiation and severity handling through resolver engagement, escalation, recovery coordination, and transition to post-incident review.
- Directly own and coordinate 60+ P1/P2 incidents annually within an operating environment handling approximately 120 P1/P2 incidents per year.
- Coordinated incident bridges with technical resolver groups, third-party vendors, customer representatives, and business stakeholders to restore services promptly.
- Maintain the authoritative incident timeline, recording key actions, decisions, timestamps, status changes, and follow-up items to support accurate incident governance and post-incident analysis.
- Provided structured customer-facing and executive updates on business impact, progress, risks, actions, next steps, and resolution status.
- Facilitate 40+ Major Incident Reports (MIRs) and support Post-Incident Reviews, Root Cause Analysis investigations, and corrective-action tracking.
- Analyzed recurring incident patterns and contributed trend analysis to enhance problem management and support continual service improvement initiatives.

IT ENGINEER | 07/2019 to 07/2020
Ericsson India Private Limited

- Monitored UK telecommunications operations, handled incidents, and troubleshot technical issues to maintain service continuity.
- Collaborated with resolver groups and cross-functional teams to facilitate incident escalation, operational coordination, and ITSM workflows.
- Ensured reliable telecom network functionality through support for Ericsson India Private Limited infrastructure.
- Troubleshot Linux, Windows, and Unix system incidents.
- Monitored alarms using network management tools and service dashboards.

COMMUNITY OPERATIONS SPECIALIST | 12/2018 to 07/2019
Dunzo

- Resolved customer issues, supported community engagement, and developed training materials to facilitate onboarding for new team members on operational procedures.
- Resolved community escalations to improve user and partner experiences on the Dunzo app.
- Coordinated issue resolution across support, operations, and delivery teams.
- Coordinated customer and vendor communications, tracked issues, and followed up to enhance service responsiveness in fast-paced operations.
- Facilitated feedback channels to promote positive and respectful interactions with customers.

SENIOR RELATIONSHIP OFFICER – WORKFORCE MANAGEMENT | 05/2017 to 07/2018
HGS

- Coordinated workforce planning, scheduling, and operational reporting to ensure compliance with company procedures and effective stakeholder communication.
- Collaborated with team members to streamline workflow and trained new employees on operational procedures to enhance team readiness.
- Managed HGS customer inquiries through phone, email, and chat channels.
- Resolved HGS service issues using company policies and escalation procedures.
- Reviewed case details and updated records in HGS support systems.

ASSISTANT NOC ENGINEER | 10/2015 to 11/2016
Micronova Network Solutions

- Monitored network and service performance, managed first-level incident response and ticketing, and coordinated escalations to achieve timely incident resolution in Network Operations Center.
- Monitored network alerts to ensure system stability and performance, and escalated incidents at Micronova Network Solutions.
- Executed incident response procedures and collaborated with cross-functional teams to enhance service reliability and reduce service interruptions.
- Diagnosed router, switch, and firewall faults using remote support tools.
- Tracked outages and tickets in service management systems to maintain accurate records for incident analysis and reporting.

EDUCATION

Adhiyamaan College of Engineering
Bachelor of Engineering
Electronics & Instrumentation Engineering, **04/2015**

PERSONAL INFORMATION

MAJOR INCIDENT MANAGEMENT | CRITICAL INCIDENT ORCHESTRATION | IT SERVICE OPERATIONS

CERTIFICATIONS

- ITIL Foundation Certificate in IT Service Management

LANGUAGES

English (Professional) | Hindi (Intermediate) | Tamil (Native)

ACCOMPLISHMENTS

- Direct ownership of 60+ P1/P2 incidents annually within an environment handling approximately 120 P1/P2 incidents.
- Facilitated 40+ Major Incident Reports supporting post-incident governance and stakeholder communication.
- Received multiple Exceeds Expectations (EE) performance ratings.
- Contributed to an ACE Award-recognised team through collaborative service management delivery.
- Received customer and stakeholder appreciation for crisis management, incident communications, and service restoration leadership.

LANGUAGES

Tamil: Native

Native

English: B2

Upper Intermediate (B2)

Hindi: B1

Intermediate (B1)

ACTIVITIES

- Participated in planned Disaster Recovery (DR) exercises across multiple years during my tenure as Major Incident Manager, supporting operational resilience and service recovery readiness.