MOHANRAJ GUNASEKARAN

Major Incident Manager | ITIL | Incident & Problem Management | Service Delivery & Governance | P1/P2 Leadership | RCA | IT Operations | Operational Resilience

PROFESSIONAL SUMMARY

IT Service Management and Operations professional with approximately 11 years of experience across incident management, major incident leadership, problem management, service delivery and operational governance. Experienced coordinating P1/P2 incidents, stakeholder communications, restoration-focused response, root-cause reviews and continual improvement.

CORE CAPABILITIES

Major Incident Command • Incident & Problem Management • P1/P2 Leadership • Root Cause Analysis • Stakeholder & Executive Communications • ITIL Practices • Service Delivery & Governance • Operational Resilience • KPI/SLA Reporting • Continual Improvement

PROFESSIONAL EXPERIENCE

Ericsson India Private Limited — Major Incident Manager / IT Operations (role progression)

Lead major incident coordination across IT service operations; align resolver teams and stakeholders; manage incident lifecycle, escalation, updates and restoration validation; facilitate post-incident review and problem follow-up; support service governance and operational reporting.

Earlier experience: Micronova • HGS • Dunzo • Ericsson (IT Engineer)

EDUCATION & CERTIFICATIONS

B.Tech — Anna University (2015) | ITIL Foundation Certified | LeanPM Yellow Belt Certified | Six Sigma White Belt (course/credential as previously stated)

TOOLS & TECHNOLOGIES

ITSM / Remedy • Microsoft Teams • ArcSight / SIEM concepts • GCP / Kubernetes / GKE • Talend • Tableau • VMware / vSphere • NSX • Citrix • Service availability and KPI reporting

TARGET ROLES

Senior Major Incident Manager • Service Delivery Manager • IT Operations Manager

Note: This draft intentionally omits unverified dates, employer-specific confidential details, personal contact information and quantified achievements. Validate all items and add contact details before using it for applications.