

# SHUBHAM GUPTA

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## PROFESSIONAL SUMMARY

Over 10 years of IT Service Management experience with a focus on ITIL processes, including Incident, Problem, Change, and Configuration management.

Possesses strong technical expertise in IT development environments, with a particular focus on Xurrent for infrastructure and digital workplace solutions.

Administered two complete ITSM tooling-based transitions leveraging Xurrent, ensuring flawless implementation, minimal disruption, and high client satisfaction.

[LinkedIn profile:](#)

[linkedin.com/in/shubhamwiseguy](https://www.linkedin.com/in/shubhamwiseguy)

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## CONTACT

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## EXPERIENCE

**Senior Technical Consultant, 10/2023 - Current**

**Fujitsu Consulting India (P) Ltd - Noida, India**

- Leading the team managing Xurrent ITSM tooling across European region
- Executed system integrations across multiple platforms for ITSM solutions using various APIs within Xurrent
- Created custom automations to minimize human errors and reduce administrative tasks, enhancing productivity while ensuring quality

**Senior Consultant, 04/2022 - 10/2023**

**Capgemini Technology Services - Bengaluru, India**

- Headed Incident Management initiatives as Process Lead, driving improvements in operational efficiency and service delivery effectiveness
- Administered and maintained the Xurrent platform, leveraging event APIs to enable seamless alert monitoring and system integrations
- Created and managed performance dashboards, including ticket overviews, and SLA metrics
- Recognised twice as Star Performer within a single year for outstanding contributions to ITSM process excellence and team performance

**Senior Major Incident Manager, 04/2020 - 04/2022**

**Infosys Limited - Pune, India**

- Driving major incidents from initial impact to its resolution through support engagement at earliest
- Restored failed IT systems that affected production services for various customers
- Owned Incident escalation and problem resolution, ensuring that both internal and external stakeholders received consistent quality

## SKILLS

- Xurrent (formerly 4me and ITRP) architect and developer
- ITIL Incident, Problem, Change Management
- ServiceNow
- SCCD
- CMDB
- MS Office 365
- Service delivery
- Agile methodology

communication to ensure major incidents resolved both effectively and efficiently

- Point of contact for the client associates to set up a formal channel for complaints and incident escalations to ensure 'High Client Satisfaction'

**Associate Operations Analyst, 02/2016 - 03/2020**

**IBM India (P) Ltd - Bengaluru, India**



Responsible for 24\*7\*365 end-to-end monitoring of an infrastructure

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**CERTIFICATIONS**

- Xurrent Administrator Level 1 certified
  - ITIL 4 Foundation (IBM Internal)
  - SAFe 5 Practitioner
  - SAFe 5 Agilist
  - Introduction to Service Management (LinkedIn)
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**LANGUAGES**

<b>Hindi:</b>	C2	<b>English:</b>	C1
			
Proficient		Advanced	

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**HOBBIES AND INTERESTS**

- Chess
  - Table Tennis
  - Traveling and exploring new places
  - Reading 'Quora'
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**EDUCATION**

**Bachelor of Engineering, CSE, 06/2014**

**Vikrant Institute of Technology and Management** - Gwalior