

Kumar Nikhil

IT Service Management & Infrastructure Analyst

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PROFESSIONAL SUMMARY

IT Service Management and Infrastructure professional with hands-on experience in Change Management, Incident Management, and Service Request operations across large-scale enterprise environments. Skilled in Windows server operations, patch coordination, privileged access management, virtualization, storage support, and ITIL-aligned service delivery. Brings strong exposure to client transitions, knowledge transfer, stakeholder coordination, impact analysis, and operational governance.

PROFESSIONAL EXPERIENCE

DXC Technology

July 2022 – Present

Analyst III, Infrastructure Services

- Manage end-to-end Incident Management, including detection, logging, prioritization, escalation, coordination, resolution tracking, and closure in line with SLA and OLA commitments.
- Handle incidents, changes, and service requests using ServiceNow, HPE Service Manager (HPSM), BMC Remedy, and related enterprise support tools across client environments.
- Analyze, classify, and schedule Requests for Change (RFCs) and service requests across infrastructure, server, and application domains.
- Perform impact analysis by validating change scope, technical dependencies, risk level, production impact, and rollback readiness before CAB and eCAB approvals.
- Coordinate with infrastructure, application, network, security, storage, vendor, and stakeholder teams for build, testing, implementation, and rollback planning.
- Support change governance through documentation, review facilitation, and adherence to ITIL Change Management processes.
- Conduct Post Implementation Reviews (PIRs) to confirm outcomes and identify corrective actions for failed or high-risk changes.
- Develop and maintain SOPs for incident, change, patching, and access management workflows to drive consistency across teams.
- Support both manual patching activities and MFSA-based patching / SCCM patch coordination, including scheduling, deployment support, verification, compliance tracking, and post-patch validation.
- Perform Windows Server troubleshooting for service failures, performance issues, access problems, and post-patch incidents.
- Support Active Directory administration tasks including RBAC, User Access Management (UAM), and group policy related service requests.
- Work with BeyondTrust PAM for privileged access provisioning, approvals, and access-related service requests.
- Use VMware vSphere, AVD, RDP, and related remote administration platforms for server validation and coordination during change, patching, and incident activities.
- Support storage-related incident analysis involving NetApp ONTAP and coordinate service restoration across dependent teams.
- Create and maintain CMDB records, validate CI relationships, and ensure configuration accuracy to support audits, impact analysis, and service governance.
- Prepare operational reports covering incidents, changes, service requests, trends, and SLA/KPI metrics, while also delivering KT, Shadow KT, and Cross KT sessions to new joiners, client stakeholders, and operational teams.
- Contribute to major client transition activities through structured handovers, process walkthroughs, documentation, and operational knowledge transfer.

CORE SKILLS & TECHNOLOGIES

ITSM & Governance

Incident Management • Change Management • Service Request Management • ITIL Framework • CAB & eCAB Governance • CMDB & Configuration Management • SLA / OLA / KPI Tracking • Audit & Compliance Support • Service Delivery

Operations, Risk & Coordination

Stakeholder Management • Impact Analysis • Risk Management • Vendor Management • Operational Reporting • Knowledge Transfer (KT) • Shadow KT • Cross Training • Client Transition & Handover • Program Management Support

Infrastructure, Access & Patching

Windows Server Administration • Windows Troubleshooting • Active Directory • RBAC • UAM • Group Policy Support • BeyondTrust PAM • Manual Patching • MFSA Patching • SCCM Patch Coordination

Platforms & Tools

ServiceNow • HPE Service Manager (HPSM) • BMC Remedy • VMware vSphere • NetApp ONTAP • AVD • RDP • ESL

AI & Productivity

Claude AI • ChatGPT • Google Gemini • Google AI • Codex • Qwen • Antigravity • Prompt Engineering

EDUCATION & CERTIFICATIONS

Education

- Mangalayatan University, Aligarh — B.Tech (WILP), Computer Science & Engineering (2024–2027)
- Ambedkar Institute of Technology, New Delhi — Diploma, Electronics Engineering (2019–2022)
- CBSE Skill India — Information Technology, NSQF Level-2 (2018–2019)
- Central Board of Secondary Education — Secondary (10th Standard) (2018–2019)

Certifications

- AWS Certified Cloud Practitioner
- Oracle Certified Foundations Associate
- Oracle Cloud Data Management 2023 Certified Foundations Associate
- Business Intelligence Professional Foundations Certification (BIFPC)
- Aviatrix Certified Engineer — Multicloud Network Associate

TRAININGS & INTERNSHIPS

Student Partner — IIT Roorkee & Cognizance (Techfest 2021)

- Supported coordination, outreach, and engagement activities during a national-level technical event.

Campus Ambassador — Lyriclious (Golden Level Internship, July 2021)

- Represented the organization on campus and supported marketing and engagement initiatives; received a Letter of Recommendation (LOR) for performance.

LANGUAGES

- English — Fluent
- Hindi — Fluent
- Maithili — Fluent