

VIGNESH M V

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PROFESSIONAL SUMMARY

Detail-oriented Operations and Support Engineer at Cognizant with hands-on experience in incident management, operational monitoring, and data-driven reporting. Skilled in maintaining data accuracy across ITSM systems, developing dashboards to analyze incident trends, and collaborating with cross-functional teams to improve operational workflows. Experienced with ServiceNow, Dynatrace, Power BI, and Excel for operational insights and system monitoring. Passionate about leveraging data analysis and process improvements to enhance operational efficiency and support scalable business operations.

KEY SKILLS

Operations & Process Management

- Incident & Problem Management
- Operational Reporting & Dashboard Development
- Data Analysis & Data Integrity Management
- ITSM Processes & SLA Compliance
- Monitoring & Application Performance Analysis
- Cross-Functional Collaboration
- Process Improvement & Workflow Optimization

Technical Tools

- ServiceNow
- Dynatrace
- Power BI
- Microsoft Excel
- Git

Programming

- Java
- SQL

Operating Systems

- Windows
 - Linux (Ubuntu)
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PROFESSIONAL EXPERIENCE

Junior Software Engineer – Cognizant | Bangalore, India

2023 – Present

Responsibilities & Achievements

- Resolved production incidents and provided system support while maintaining **100% SLA compliance**, ensuring high application availability for client operations.
- Managed and prioritized incident tickets through **root cause analysis and structured troubleshooting**, reducing SLA breach risk and improving operational stability.

- Performed daily **application and backend health checks using Dynatrace**, proactively identifying service performance issues and minimizing system downtime.
 - Designed operational dashboards in **ServiceNow, Power BI, and Excel** to analyze incident trends, monitor SLA adherence, and provide actionable insights to support operational decision-making.
 - Built monitoring dashboards in **Dynatrace** to explore service flows, API endpoints, and system dependencies, enabling faster detection of performance bottlenecks and alert triggers.
 - Ensured **data accuracy and consistency across incident management systems** by maintaining structured ticket updates, monitoring dashboards, and operational documentation.
 - Maintained and updated **Standard Operating Procedures (SOPs)** and the **Known Error Database (KEDB)** in ServiceNow, improving knowledge sharing and accelerating resolution of recurring incidents.
 - Collaborated with cross-functional technical teams to escalate and resolve complex issues, ensuring minimal disruption to production services.
 - Partnered with the automation team to identify repetitive low-priority incidents and define resolution workflows, supporting automation initiatives and improving operational efficiency.
 - Documented incident resolutions and troubleshooting procedures, building a structured knowledge repository that improved response time for recurring operational issues.
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EDUCATION

Bachelor's Degree

Reva University | Bangalore

Graduated: 2023

CERTIFICATIONS

- Programming in Java
 - SQL (Basics)
 - GitHub Foundations
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PROJECTS

Smart Bank Management System – Java (OOP Project)

- Developed a console-based banking system using Object-Oriented Programming principles including abstraction, inheritance, polymorphism, and encapsulation.
 - Implemented account management, fund transfer, and overdraft functionality using Java Collections (ArrayList).
 - Integrated exception handling to manage insufficient balance scenarios and improve application reliability.
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