Nisreen Theal

Incident Manager

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📞 (568) 501-4594

📍 123 Main St, Rapid City, SD 57701

Education

Bachelor of Science in Emergency Management at South Dakota State University, Brookings, SD

Sep 2016 - May 2021

Relevant Coursework: Disaster Preparedness, Hazard Mitigation, Emergency Planning, Incident Command, Crisis Communication, Public Safety Administration, Business Continuity, and Emergency Response Operations.

Links

linkedin.com/in/nisreentheal

Skills

ITIL Framework

Risk Assessment

Root Cause Analysis

Crisis Communication

ServiceNow Platform

SLA Management

Escalation Procedures

Languages

English

French

Profile

Incident Manager with 2 years of experience in effectively managing and resolving IT incidents, ensuring minimal service disruption and swift restoration. Proficient in incident prioritization, root cause analysis, and implementing corrective measures. Expertise in collaborating with cross-functional teams, adhering to ITIL methodologies, and utilizing technical knowledge to enhance service quality. Demonstrated ability to improve processes, maintain SLAs, and deliver exceptional customer support.

Employment History

Incident Manager at Black Hills Energy, SD

Feb 2023 - Present

- Successfully reduced incident response time by 30% over a 12-month period, resulting in increased customer satisfaction and improved operational efficiency for Black Hills Energy in South Dakota.
- Implemented a new incident management system, which increased the accuracy of incident reporting by 40% and streamlined communication among team members, leading to faster resolution of critical incidents.
- Developed and delivered comprehensive incident management training to over 200 employees, resulting in a 25% reduction in human-related errors during incident handling and a 20% improvement in overall incident resolution time.

Associate Incident Manager at SDN Communications, SD

Aug 2021 - Jan 2023

- Successfully resolved over 250 critical incidents within the first year, ensuring minimal disruption to clients and maintaining a 95% customer satisfaction rate.
- Streamlined the incident management process by implementing a new tracking system, resulting in a 30% reduction in average incident resolution time and improving overall operational efficiency.
- Developed and conducted training sessions for 20+ team members on best practices in incident management, leading to a 15% increase in the team's overall performance metrics.
- Collaborated with cross-functional teams to identify and mitigate potential risks, reducing the occurrence of major incidents by 40% within two years.

Certificates

Certified Information Systems Security Professional (CISSP)

Mar 2022

ITIL Incident Management Certification

Sep 2020