Anavi Jaret

Incident Manager

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📞 (310) 608-7220
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EDUCATION

Bachelor of Science in Emergency Management at University of North Carolina at Pembroke, NC

Aug 2016 - May 2021

Relevant Coursework: Disaster Preparedness, Hazard Mitigation, Emergency Operations Planning, Incident Command Systems, Crisis Communication, Business Continuity, Emergency Management Law, and Public Health Emergency Response.

LINKS

linkedin.com/in/anavijaret

SKILLS

ITIL Framework

Risk Assessment

Crisis Communication

Root Cause Analysis

ServiceNow Platform

SLA Management

Business Continuity

LANGUAGES

English

Dutch

HOBBIES

Amateur radio operation

PROFILE

Results-driven Incident Manager with 2 years of experience in efficiently resolving complex technical issues and minimizing downtime. Adept at leading cross-functional teams, implementing ITIL best practices, and streamlining incident management processes. Demonstrates strong analytical skills, effective communication, and a commitment to continuous improvement, contributing to enhanced operational efficiency and customer satisfaction.

EMPLOYMENT HISTORY

Incident Manager at IBM, NC

Jan 2023 - Present

- Successfully reduced incident resolution time by 35% within the first year, by implementing an effective incident management process and streamlining communication between teams at IBM, NC.
- Managed and resolved over 500 critical incidents within a year, resulting in a 90% success rate in meeting service level agreements and significantly improving client satisfaction.
- Trained and led a team of 10 incident management professionals, increasing the overall efficiency of incident handling by 25% and reducing escalations by 40%.

Associate Incident Manager at Cisco Systems, NC

Sep 2021 - Nov 2022

- Successfully managed and resolved over 150 critical incidents within a year, resulting in a 95% customer satisfaction rate and contributing to a 10% reduction in overall incident response time.
- Implemented new incident management processes that increased efficiency by 25%, enabling the team to handle a 20% higher volume of incidents without additional resources.
- Led a cross-functional team in the development and implementation of an incident tracking system, which reduced manual effort by 30% and provided real-time visibility into incident status, leading to a 15% improvement in incident resolution times.

CERTIFICATES

Certified Information Systems Security Professional (CISSP)

May 2021

ITIL Incident Management Certification

Sep 2019

MEMBERSHIPS

International Association of Emergency Managers (IAEM)

Disaster Recovery Institute International (DRII)