

Dakshika Gupta

Noida, Uttar Pradesh, India

+91 7457981102 — dakshikagupta14@gmail.com — www.linkedin.com/in/dakshika-gupta-2707172a9

Professional Summary

Results-driven IT Operations and Service Management professional with experience in Knowledge Management, Incident Management, and Quality Assurance within enterprise support environments. Demonstrated career progression through multiple promotions based on performance, operational excellence, and leadership capabilities. Skilled in Major Incident Management, Root Cause Analysis (RCA), SLA Compliance, Quality Audits, Process Improvement, Governance, Stakeholder Management, Knowledge Governance, Operational Reporting, and Continuous Service Improvement. Experienced in supporting business-critical operations while ensuring service quality and customer satisfaction.

Core Skills

Incident Management • Major Incident Management • IT Service Management (ITSM) • Service Operations • Quality Assurance • Quality Audits • Knowledge Management • Knowledge Governance • Root Cause Analysis (RCA) • Post Incident Review (PIR) • SLA Management • KPI Monitoring • Continuous Improvement • Process Improvement • Governance and Compliance • Stakeholder Management • Escalation Management • Documentation Management • Operational Excellence • Performance Reporting • Risk Assessment • Service Delivery • Problem Management • Cross-functional Collaboration

Professional Experience

Capgemini

Aug 2024 – Present

Quality Analyst

Jan 2026 – Present

- Conduct quality audits and compliance reviews across service management operations.
- Evaluate process adherence, quality standards, and operational effectiveness.
- Analyze quality trends, performance metrics, and improvement opportunities.
- Drive corrective and preventive actions to improve service quality.
- Prepare governance reports, audit findings, and leadership dashboards.
- Collaborate with operational teams to improve customer experience and service delivery.

Incident Manager

Aug 2025 – Dec 2025

- Managed major incidents and coordinated resolution activities across multiple support teams.
- Led incident bridge calls and ensured timely stakeholder communication.
- Monitored SLA compliance and service restoration timelines.
- Conducted Root Cause Analysis (RCA) and Post Incident Reviews (PIR).
- Identified recurring incident trends and recommended preventive actions.
- Prepared incident reports and executive summaries for leadership review.

Knowledge Management Analyst

Aug 2024 – Jul 2025

- Created, reviewed, and maintained knowledge articles, SOPs, and operational documentation.
 - Conducted knowledge audits to ensure content accuracy, relevance, and compliance.
 - Collaborated with SMEs to capture and share organizational knowledge.
 - Improved knowledge repository utilization through governance and standardization.
 - Supported service teams by providing structured and accessible knowledge resources.
 - Tracked knowledge management metrics and identified improvement opportunities.
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Tools & Technologies

ServiceNow • Microsoft Excel • Microsoft PowerPoint • Microsoft Office Suite • Documentation Tools • Reporting Tools

Education

Master of Computer Applications (MCA)

Pursuing

Dr. A.P.J. Abdul Kalam Technical University (AKTU)

Bachelor of Computer Applications (BCA)

2024

Dr. Virendra Swarup Institute of Computer Studies