

9 plus years of Professional Experience in ITIL CMDB Service Management, Handled 40 plus different projects belongs to US domain with Master's Degree (M.C.A), ITIL ® V3 Foundation & ITIL Service Transition Certificate.

ANIL GOUR

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Profile Summary

Handling 40 plus different projects in last 9 plus years. Rich experience in Service Management and presently associated with ITC infotech Technology as **CMDB Lead Consultant**. In terms of ITIL CMDB Service Asset & Configuration Manager, My responsibilities are creating, implementing, and enforcing the Configuration Management policies and standards. Ensuring that standardized methods and procedures are used for identifying, recording, maintaining, reporting and verifying IT asset configuration and associated documentation throughout their lifecycle.

PrimarySkills:

- ITIL, ITSM, ITAM Process management
- ITIL project Migration
- ITIL Project Transition
- ServiceNow Administration
- ServiceNow Discovery tool
- ServiceNow CMDB Operation (CI Configuration)
- ServiceNow CMDB KPI management
- ServiceNow CMDB management by **CI class manager**
- **ServiceNow CMDB dashboard management**
- ServiceNow CMDB Reporting
- ServiceNow CMDB Service mapping
- ServiceNow CMDB SLA management

ITSM Tools

Service Now (SNOW), Customer CRM, ServiceNow Discovery, Rest plugin, RV Tool, Discovery Tool , Mid Server installation, Vcenter, Monitoring tool (Nagios, SCOM, Spectrum),BMC Remedy Atrium, SDM12, SDM 12.9 (Ticketing tools), HP Asset Manager 5.0 & 9.0, HP CMDB, U CMDB.

Work

CMDB Lead consultant – ITC infotech Ltd (Apr 2023 to till date)

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready.

Project Description: Handling 10 plus projects, Increased workplace productivity and 23% fewer support tickets by reducing duplicate task. Translating complex technical problems into business solutions. Developing policies & procedures for effective asset lifecycle management (acquisition, deployment, utilization, de-installation, reallocation and disposal) of IT assets. Responsible for Creating or implementing the CMDB policy for new project, taking the ownership from the CMDB side, When the new projects come. Implement the new tool in CMDB for Automation, regularly connect with the client and stockholder and discussing on the project improvement plan.

Job description:

- Handling CMDB for different Clients and provide support to Cloud, Oracle, SQL, UNIX, Linux, Storage, SAP, Network and Database teams.
- Developing policies & procedures for effective asset lifecycle management (acquisition, deployment, utilization, de-installation, reallocation and disposal) of IT assets.
- Ensuring that information held in CMDB is accurate via weekly audit. Maintained KPI for different projects on weekly and monthly basis.
- Manage IT Asset and configuration management process and ensure data accuracy of Asset and configuration management database (CMDB).
- Handling Bulk import of records into the CMDB.
- Ensure audit compliance for the IT hardware assets.
- Performing a CMDB Data Cleaning activity, this includes reporting the support groups about wrong and incomplete CI items by running scheduled reports.
- Prepare various reports for teams like Effort Utilization, CMDB Request Report, Monthly dashboard for team with Highlights and Lowlights for specified month.

CMDB Manager - Synechron Technology (May 2022 to Apr 2023)

Synechron is an innovative global consulting firm delivering industry-leading digital solutions to transform and empower businesses over the globe.

Project Description: Handled 5 plus projects, Performing configuration operation in CMDB for different class of CIs. Defining SLA for multiple class CIs in CMDB, Handling import data in Bulk, Taking active part in Project migration/Transition. Generating the CMDB reports as per requirements, Managing Client ServiceNow. Taking the responsibility and insuring the CMDB KPI should be green, Enable Discovery tool for discovering CIs in CMDB.

Job description:

- Takes ownership of the CMDB tasks in terms of monitoring, tracking and communicating timely resolution and restoration. Collaborates with the Technical Domains and Operations team to get the CI configured within SLA.
- Report directly to Service Delivery managers (SDMs) and Involved in Daily calls with tower service managers of technical teams to get exact picture of performance of services and proactive issue tracking.
- Carry out regular verifications (verification inventory / verification audits) resulting in Update CMDB activities and publication of evidence of differences lists by generating reports from the CMDB.
- Prepare the minutes of meeting and take care the required actions against respective points which are discussed in the meeting.
- To provide day to day support and tracking of the progress in each ticket by working closely with the team members. Monitoring and review of the tickets and status to be reported to Management.
- Monitor and track project's progress and handle any issues that arise. Act as the point of contact and communicate project status adequately to all participants.
- Carrying out report IT asset reconciliation and audit activities on a timely basis.
- Monitor aging of Change/Tasks assigned, within the time frame as per set SLA.
- Track and maintain an accurate inventory of all assets throughout their life cycle in CMDB.

Senior IT Business Analyst - ATOS Global IT Solution Pvt. Ltd. (April 2017 to April 2022)

Atos is an information technology service and consulting company. It specializes in hi-tech transactional services, unified communications, cloud, big data and cyber security services.

Project Description: Handled 20 plus projects. Prepare the minutes of meeting and take care the required actions against respective points which are discussed in the meeting. To provide day to day support and tracking of the progress in each ticket by working closely with the team members. Monitoring and review of the tickets and status to be reported to Management.

Job Description:

- Maintain documents and CMDB reports for technical team and management reference.
- Managing hardware asset and software asset both in CMDB.
- Help in preparing end-to-end flow for HAM & Configuration lifecycle for clients.
- Generating various reports for multiple team as required.
- Working on the monitoring gap, Attribute gap, Service mapping gap.

Web Developer - IBEAM IT Solution Pvt Ltd. (March 2015 to March 2017)

IBeam is providing cloud management and IT consulting services.

- ☐ Developed multiple web application for the client.
- ☐ Developed multiple Scripts for the projects.

Achievements

- ☐ Got back-to-back Star performance awards for the year 2019 & 2020.
- ☐ Completed E3 certification Program Within the current organization.

Academic Credentials

- ❖ **Master's Degree (M.C.A):** 2014 from R.G.P.V. University.
- ❖ **Bachelor's Degree (B.C.A):** 2011 from M.C.R.P.V. University.
- ❖ **Certifications:** ITIL V3 Foundation & ITIL Service Transition.

**Personal Details**

DOB : 23rd September 1988.
Languages Known : English, Hindi.
Permanent Address : Wno-04 Nayapura soderpur, Teh-Goharganj, Dist- Raisen, Madhya Pradesh-464990.
Marital Status : Unmarried

I hereby declare that the information provided above is true and correct to best of knowledge.

**Yours Sincerely,
Anil Gour**



