1. **Ticket IT – A global tool**

<https://ticketit.sykes.com/>

TicketIT is the SYKES global ticketing system for Incident Management. TicketIT is powered by Salesforce Service Cloud.

**Features:**

Easy to use and User-friendly forms. Auto populated employee data,

Create Case using API

Route case to proper group

Trigger approval process

**Technology used.**

**Front End:**

ASP .NET MVC 5, Bootstrap 4, HTML 5, CSS, jQuery, Ajax, JSON, SOAP API, Salesforce Soap API, Salesforce SOQL, MS SQL, Datatables.net.

**Back End.**

C# .NET, LINQ, Entity Framework, Dapper, MS Access VBA, SQL Server, and SSIS, SOAP API.

**Tools:**

Visual Studio Enterprise Edition and SQL Server Management Studio.

1. **BIN System – Incident management tool for creating and submitting BIN documents.**

**Features:**

Easy to use and User-friendly forms. Auto populated employee data,

Create and update word document

Upload document to SharePoint

Send email to appropriate groups.

**Technology used.**

**Front End:**

ASP .NET MVC 5, Bootstrap 4, HTML 5, CSS, jQuery, Ajax, JSON, SOAP API, Salesforce Soap API, Salesforce SOQL, MS SQL, Datatables.net.

**Back End.**

C# .NET, LINQ, Entity Framework, Dapper, SQL Server, and SSIS, SOAP API.

**Tools:**

Visual Studio Enterprise Edition and SQL Server Management Studio.

1. **CED System (Ongoing) – Use for updating Client Escalation documents used by Service Desk, Incident Management, Client Service Managers and Operations Managers.**

**Features :**

Easy to use and User-friendly forms. Auto populated employee data,

Ability to create, edit, and view document

automatic approval process

**Technology used.**

**Front End:**

ASP .NET MVC 5, Bootstrap 4, HTML 5, CSS, jQuery, Ajax, JSON, MS SQL, Datatables.net.

**Back End.**

C# .NET, LINQ, Entity Framework, Dapper, SQL Server.

**Tools:**

Visual Studio Enterprise Edition and SQL Server Management Studio.

1. Integration System – a backend automation using SSIS to sync our in house ticketit data, CA Service Manager database and Salesforce data.
2. MFA Automation – Created a web interface where admins have access and ability to request turning off and on of Multi Factor Login. The web is the front end that create a case and update it with the activity. An app was created to perform the turning on and off of the MFA using PowerShell script. Technology used are MVC 5, C#, SQL Server TSQL and PowerShell Script.
3. Zoom Recording download and report automation – A tool was created to get and download Zoom recordings information and movie file on Zoom Cloud via Web Service (Rest API). The tool will get sample recordings based from certain business logic, download the files and create a daily report for the Incident Management Manager for him to use for the Quality Monitoring of the Incident Managers. - Technology used are MVC 5, C#, Rest API and SQL Server.
4. Process automations for handling and routing of cases and auto creation of cases based on Console (Solarwinds, NAGIOS, etc) alerts using Office 365 mailbox.
5. Automated Reporting System – A system that works on the back end using VB Script, Batch files, MS Access VBA and SQL Server Stored procedures and functions. It extract data from the server and send the data or report to IT Managers and Directors to manage their workload and determine their performance, and any of their reporting needs.
6. Online Query tool – A website where user can perform query to get raw data they need. The tool was built on old ASP .NET aspx technology.
7. Several automation tools for downloading, extracting and processing log files from UNIX servers and Database servers using Visual Basic 6, UNIX shell scripts, and SQL.
8. Test Schedule Editor – Built in MS Excel and VBA that made it easy to update several test schedule scripts all at once. (VBA)
9. Alert automation – Based on analysis of several log files send an alerts if certain error occurred or trending up. (VB6)
10. Auto diagnosis tool – help a diagnosis operator to perform auto diagnosis of PCBA and HDD based on error logs. (VBA)
11. Visual Inspection Guide – helps an operator to easily locate PCBA parts and what part should be check based on the error. (VB6)
12. Autochecksheet – make it easy for diagnosis operator to input data on their checksheet in EXCEL.
13. PCBA Website – intranet website for our PCBA section where user can get and download useful information they need.
14. Several more automation tools ….