**OBJECTIVE**

To secure a respectable position in a firm by working with zeal and passion of enhancing new skills and technologies this will ensure over all development.

**EXPERIENCE SUMMARY**

* Having 4.9 years of experience, joined the IT industry in Infrastructure Services Domain.
* **Service Now** certified system administrator and **ITIL** 2011 Foundation Certified.
* Experience in Managing IT Services, Operations & Infrastructure Management, Service Automation tools, ITSM tools, provided Level-2 support.
* Working on Service Catalog, Discovery using **ServiceNow.**
* **BMC ADDM** Discovery for Servers, Applications, Software Instance, Network devices.
* Performed deployment of agents, Patching, packaging, creating reports using **BMC BBCA** tool as a front end and also worked on various complex reports using SQL server in backend.
* Worked on **BMC Client Management** and performed Agent deployment, Discovery, Packaging, and Operational Rules.
* Worked on Software Asset Management, Contract Management using **BMC Remedy.**
* Willing to work on Cross platform tools.

**EMPLOYMENT HISTORY**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of the Company** | **Designation** | **From** | **To** |
| Cognizant Technology Solutions | Technical Lead | October 2011 | Till Date |

**EDUCATION**

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| --- | --- | --- | --- | --- |
| **Degree** | **Institute** | **Board/University** | **Year** | **Performance** |
| B.Tech. | MPSTME | NMIMS | 2011 | 2.73 / 4.00  (68.25 %) |
| 12th | S.V.P. Gujarat Vidyalaya, Gandhidham | GUJARAT Board | 2007 | 62.80 % |
| 10th | St. Xavier’s High School, Adipur | GUJARAT Board | 2005 | 70.57 % |

**TECHNICAL SKILLS**

* OS Platforms Worked : UNIX, Linux, Windows
* Languages : HTML, XML, Shell Scripting
* Database : MS SQL Server
* Tools : ServiceNow, BMC ADDM, BMC BBCA, BMC BBSA,

Remedy, BMC Footprints Asset Core / BMC Client

Management.

**WORK EXPERIENCE**

|  |  |
| --- | --- |
| Cognizant Technology Solutions | |
| **Duration** | May 2015 – Till Now |
| **Client** | **Diversified Corporate group in Germany** |
| **Technology** | Service Now. |
| **Role** | **Technical Lead**  **ServiceNow / Service Mapping**   * Experience on Service Catalog building/maintaining workflows. * Creation of forms, Client Scripts and UI policies. * Creation of catalog item, categories, SLAs, Order guide. * Customizing Applications, Homepages and email notification. * Responsible for creating Low level Design document. * Creating unit test cases, code review documents. * Creating Discovery scan, managing discovery. * MID servers setup/maintenance Probes, Sensors. * Knowledge on Service now service mapping. * LDAP, SSO integration. |

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| Cognizant Technology Solutions | |
| **Duration** | January 2015 – May 2015 |
| **Client** | **One of the Largest Convenience Retailer in US** |
| **Technology** | BMC Client Management / BMC Footprints Asset Core. |
| **Role** | **Technical Lead**  **BMC Client Management / BMC Footprints Asset Core. (Agent Based Tool)**   * Tool is used for Software distribution to stores. * Discovery of Endpoints. * Agent deployment on end points. * Creating Packages, Operational rules. * Creating Queries, Reports. |

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| Cognizant Technology Solutions | |
| **Duration** | October 2011 – January 2015 |
| **Client** | **Phoenix ITAM** |
| **Technology** | BMC ADDM, BMC BBCA, BMC BBSA, Remedy. |
| **Role** | **Senior System Executive**  **BMC Blade Logic Client Automation (Agent Based Tool)**  Handling a team of 5 members for L2 activities in BCA.   * Installation of BMC Blade Logic Client Automation Console, Master, Mirrors, Repeaters and Patch Servers. * Scheduling scanning, tuner/profile update, access and log history file rolling policy, LDAP to Database synchronization, repository update and patch service update. * Deployment of the agents (tuners) to the clients. * Building up patch repository and scheduling patch deployment for endpoints. * Scheduling scanning for end points. * Performing other admin tasks like running report center query, downloading patches, deploying patches, managing policies. * Generating the various complex reports using BBCA * Troubleshooting of various tuner issues in endpoints.   **Atrium Discovery and Dependency Mapping (ADDM)**   * Configure, manage and maintain BMC ADDM tool. * ADDM Discovery for Servers, Applications, Software Instance, Network devices. * Consolidate discovered data from multiple appliances to a single appliance. * Setup users and work with security to configure User Interface security. * Diagnose and troubleshoot discovery issues. * Write advanced search queries to report data required. * Mapping the application using the Collaborative Application Modelling.   **Blade Logic Server Automation (BBSA)**   * Installing RSCD agent using Bulk agent installer. * Creating Depot objects: BL Package, MSI Packages, Scripts and Custom software. * Creating, running and scheduling jobs. * RBAC: Creating Users, roles, ACL’s, Profiles. * Bare metal provisioning using DHCP/NON DHCP for Windows.   **BMC Remedy 7.x**   * Worked on Software Asset management and contract management activities. * Creating contract certificate, license jobs. * Creating Assets, modifying assets. |

**CERTIFICATIONS & TRAININGS**

* **Service Now** admin certified.
* **ITIL 2011** Foundation Certified**.**
* Participated in **Service now admin** trainingconducted by Service-now.
* Training on Service now **Discovery** and **Service watch Service Mapping.**
* Cognizant certified professionalinITIL v3, Six Sigma.
* Brainbench certifiedin MS Excel.
* **Trained on** Microsoft SCCM 2012, BMC BBSA, Virtualization, UNIX, Networking.

**AWARDS & ACHIEVEMENTS**

* Awarded as “Phoenix Dream Team” and *“Best TEAM*” Award.
* Got *“Above & Beyond”* award from client for delivering best in time, dedication and support in project.
* Part of **Cognizant BASKETBALL** Team Pune. Participated in inter IT Tournaments and won many titles for Cognizant since 2012.

***Declaration***: I hereby declare that the all above given information by me is true and correct to the best of my knowledge.

Place: Pune Signature:

Date: Mittal Modh