Tamanna Agarwal (1) Featured

Specialist SE seeking roles in IT Operations Management, Solution Design, Software Development Life Cycle, Requirement Gathering, Agile Methodology, Stakeholder Management, Service Delivery, Project Management, Python, Powershell, JSON, MS SQL. XML.



Current Designation: Senior Software Engineer Total Experience: 5 Year(s) 3 Month(s)

Current Company: CGI Information Systems and Management Notice Period: 2 Months

Consultants Private Limited Highest Degree:

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore, Kolkata, Pune Functional Area: IT Software - Application Programming /

Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Specialist SE, Software Developer, IT Operations Management, Solution Design, Software Development Life

Cycle, Requirement Gathering, Agile Methodology, Stakeholder Management, Service Delivery, Project

Management, Python, Powershell, JSON, MS SQL, XML, Oracle.

Verified: Phone Number 1 Email - id

Last Active: 22-Jan-21 Last Modified: 22-Jan-21

Summary

B.Tech. Qualified professional with over 5 years of qualitative experience in CMDB and ServiceNow. Expertise in collecting, analyzing, and managing quantitative data & creating insightful reports which provide information to the Top Management for business improvement & cost reduction initiatives. Exposure of CMDB Architecture, Data Discovery and Data Integration Automate Routine Activities. Proficient in ServiceNow, CMDB, Integrations, Connect-IT, PowerShell, Python, GIT. Expertise in managing Software Development Lifecycle (SDLC) right from requirement analysis, documentation, coding & testing to maintenance of proposed applications. Resourceful in Managing & Ensuring Project Deliveries promptly involving seamless onsite/ offshore coordination and transparent communication with all stakeholders at all phases. Experienced in Agile Project Management Methodologies with capabilities to produce high-quality deliverables that meet or exceed timeline & targets

Work Experience

CGI Information Systems and Management Consultants Private Limited as Senior Software Engineer

Nov 2020 to Till Date

Societe Generale Global Solution Centre as Specialist SE Application Development Sep 2019 to Nov 2020

Role:

- Working extensively on IT Operations Management using ServiceNow CMDB and gaining proficiency in the creation of workflows for Service Catalog items in ServiceNow
- Working under Agile & Scrum frameworks to complete releases every month & well-organized sprints
- Acquiring functional knowledge and implementation experience of ITSM frameworks
- Working on CMDB and Asset Management Services: Business Services, Service Offerings and configuration item relationships and gaining familiarity with IT Service Management (ITSM) and the ITIL Business Process
- Maintaining Service Level Agreement (SLA) and monitor an SLA Workflow
- Developing ServiceNow applications from Business requirements and Technical Design Documents
- Performing Technical Implementation of Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management, Reporting, Discovery, and Integrations
- Developing Knowledge articles to document the steps in creating the catalog item

- - Creating ServiceNow forms from scratch along with advance customizations at the level of UI Macros/UI pages as per the complex requirements
 - Creating numerous Business Rules using the Glide Record operations Created Catalog client scripts and UI policies to make client-side change
 - Developed the UI pages to use them in Catalog items, Implemented using UI scripts

Micro Focus as Technical Consultant

Oct 2015 to Sep 2019

uCMDB Development

- Integrated data from various sources like flat files, DB to uCMDB using Connect-It
- Automated existing deployment process using GIT with a combination of PowerShell & Batch scripts
- Automated routine tasks such as application monitoring, integration status, incident creation using Python, PowerShell, and Shell Scripts
- Coordinated continuous conferences with the architect to converse developments in the current environment and take ownership of the proposed ideas

Data Discovery

- Enhanced the uCMDB to benefit the organization administration of the uCMDB environment with several UD Probes installed across several network zones
- Developed views and reports in UCMDB CI Lifecycle enabling with reconciliation logic Drive application dependency mapping and service mapping to represent services and applications dependency on the infrastructure & software components
- Maintained the CMDB data, source of truth, accurate to enable other IT functions such as Monitoring, Change, Incident, Problem, Service request functions
- Recognized different technology infrastructures, such as physical servers, virtual infrastructure, storage, network, application
- Implemented High Availability and scalability of CMDB

Stakeholder/Client Servicing

- Liaised with internal stakeholders & infrastructure support teams to resolve configuration-based issues
- Appointed offshore in-charge of supporting and enhancing uCMDB environment as per requirement

Education

UG: B.Tech/B.E. (Computers) from National Institute of Technology, (NIT), Nagaland in 2015

PG: in 0

IT Skills

Skill Name	Version	Last Used	Experience
PHP, Mysql, HTML			
JavaScript, CSS			
ServiceNow, uCMDB, Splunk			
MsSql, ORACLE			
Python, PowerShell, Shell, JSON, XML			
GIT, ITIL			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Nagamese				

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time