Curriculum Vitae

Name	Piyush Dwivedi
Mobile	8337029835,9897849237
E-Mail	dwivedip21@gmail.com
Carrier Objective	***To be identified as the most Value provider in the organization***

Professional Profile

- A technocrat with around 13.09 years of experience in IT Service Management, Configuration Management with technical expertise in Solutioning, Implementation, operations and support functions of business solutions using IT as a tool.
- *Currently working in **Cross Functional Practice** designated as **Architect** for **LTIMindtree.***
- Adept in analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems management.

Professional Experience

May 2022 – Present

Company	:	**LTIMindtree.**
Job Title	:	SACM (Service Asset and Configuration Manager) Technical Architect in **Cross Functional Practice**
Responsibilities	:	Working as an Architect and Provide Expert advice on CMDB Implementation and Improvement

Well versed about Service Now **ITOM- (Discovery, Service Mapping) & CSDM** , **ITAM (HAM Pro & SAM Pro)** as Techno Functional.

Performed CMDB & ITAM Proposal Solutioning & Assessments in Major Accounts of Europe and US onsite
Develop and analyze functional requirements for system implementations and convert the functional requirements into a ServiceNow HAM Solution.
Design the CMDB data Model based on **CSDM 4.0 Framework** in Service Now
Supporting Configuration Management reporting (customer SLAs) following the **3 Cs (Completeness, Correctness, Compliance) for ensuring Data quality.**

May 2016 – May 2022

Company	:	**Tata Consultancy Services.**
Job Title	:	SACM (Service Asset and Configuration Manager) Solution Expert in **Centre of Excellence**
Responsibilities	:	Working as an Senior Consultant and Provide Expert advice on CMDB Implementation and Improvement

Well versed about Service Now **ITOM- (Discovery, Service Mapping & CSDM)** as Techno Functional.
Consultation on CMDB Offerings, Solution & Assessments on CMDB , Hardware Asset Management
Coordination and management of Configuration Management process activities across the
Client sites and with external suppliers to agreed SLAs.

August 2014 – April 2016

Company	:	**Accenture Services Pvt. Ltd.**

Job Title   :   Configuration Manager Expert

Responsibilities   :   Accountable for execution of CMDB in Major Accounts

         Accountable that all the Configuration Items of his scope are recorded in the CMDB/CMS with the correct Attributes/Relationships following Configuration Management policies.

         Supporting Configuration Management Status Accounting & Reporting (customer SLAs).

March 2014 – June 2014

Company   :   **Xebia IT Architect Pvt. Ltd.**

Job Title   :   NOC engineer

Responsibilities   :   Handle all Major Incidents in shift by opening Technical Bridge calls,

         Engaging right - stakeholders and coordinating the activities.

         Responsible for chairing the CAB and Emergency CAB

         Responsible for doing Client SLA and performance reporting on a daily/ weekly and monthly basis.

         Report & present SLA to stakeholders.

September 2012 – February 2014

Company   :   **Tata Teleservices Services Ltd**. (IKYA)

Job Title   :   NOC engineer

Responsibilities: Handle Incidents using BMC Remedy Ticketing Tool.

         Managing and Handling the WAN Network of Delhi NCR

         Provide Internet Services to the customer Through Different BSO

         Able to manage 99.9% Uptime of Backbone

September 2011 – September 2012

Company   :   **Tata Teleservices Services Ltd**.(Adecco)

Job Title   :   NOC engineer

Responsibilities: Handle Incidents using BMC Remedy Ticketing Tool.

         Managing and Handling the WAN Network of Delhi NCR

         Provide Internet Services to the customer Through Different BSO

         Able to manage 99.9% Uptime of Backbone

Skill Set

- A technocrat with around 13.09 years of experience in IT Service Management Change, Incident, Problem Management and Networking Management, **ITOM, CMDB ITAM (HAM Pro & SAM Pro)** with technical expertise in the implementation, operations and support functions of business solutions using IT as a tool.
- Well versed about Service Now **ITOM- (Discovery, Service Mapping & CSDM)**
- Responsible for the Implementation of ServiceNow Discovery, CMDB, Service Mapping
- Worked on **Service Mapping** to define Business Services, Troubleshoot the Discovery and mapping process.
- Accountable for the execution of the Configuration Management process for major accounts.
- **Performed CMDB Proposal & Assessments in Major Accounts of UK and Germany in onsite visit.**
- Working experience in managing **End to End Asset Lifecycle.**
- Provide program leadership and direction to ensure IT Asset Management Processes, Policies, and Procedures are in place to meet regulatory, Operational, audit and reporting requirements related to Hardware Asset Management
- Identify and document functional needs, technical requirements, specifications, project scope, project plans and text plans for assigned projects
- Collaborate with Process/Service Owners and other leaders and act in strategic advisory capacity to design and mature existing process for both IT and Business Services and align with ServiceNow Platform
- Knowledge and experience to deliver end to end methodologies within ServiceNow, which includes architecting technical implementation of IT Infrastructure Library (ITIL) Processes, Organizing and Prioritizing development efforts, Interfacing with Vendor and Management, and coordinating effort of Administrators.
- Translate business requirements into technical architecture of the proposed solution taking advantage of out of box

functionality minimizing required customization

- Assists the Configuration Management Global and Regional Process Owners in driving Service management best-practice and ITIL process standardization.
- Accountable that all the Configuration Items of his scope are recorded in the CMDB/CMS with the correct attributes/relationships following Configuration Management policies.
- Coordination and management of Configuration Management process activities across the Client sites and with external suppliers to agreed SLAs.
- Supporting Configuration Management reporting (customer SLAs) following the **3 Cs (Completeness, Correctness, Compliance) for ensuring Data quality.**
- Performs regular audits to check Configuration Structures consistency regarding the physical state and vice versa.
- Ability to initiate new process improvements and had done on many occasions such as process improvement in Open ageing of incidents which lead to decrease in the number of open ageing tickets significantly.

Certifications

- **ITIL v3 Foundation (GR750182569PD)**
- **ITIL Intermediate Service Strategy (GR751053996PD)**
- **SIAM Professional**
- **Pursuing ServiceNow CIS Discovery**

Educational Qualification

- Secondary School Examination
  Institute – Porter Burchard Sen. Sec School
  Board   – CBSE Board
  Place –   Vrindavan
  Year   – 2005
  %of Marks- 67%

- Senior Secondary School Examination
  Institute – Porter Burchard Sen Sec. School
  Board – CBSE Board
  Place – Vrindavan
  Year – 2007
  %of Marks- 65%

- B.Tech (Electronics & Instrumentation)
  Institute   –   Hindustan College of Science & Technology
  University- Uttar Pradesh Technical University
  Duration –   4 year
  Year   –   2007-2011
  %of Marks- 70%

Personal Details

Father's Name   : Sh. Mukesh Chandra Dwivedi
Date of Birth   : 13-10-1989
Nationality   : Indian
Languages known: Hindi, English

Location: **Piyush Dwivedi**