

Suneetha Pothireddy

Solution Architect

Specialties

Certifications:

Service-Now Certified System Administrator

ITIL V3 Certified

Service-Now Administrator

Remedy Administrator

Sql Server

Experience

Solution Architect at Johnson & Johnson

June 2012 - Present (1 year 6 months)

Sr.Technical Consultant at Fruition Partners

July 2011 - May 2012 (11 months)

Sr.System Analyst at NYSE Euronext

January 2010 - June 2011 (1 year 6 months)

Migration from ITSM Suite Remedy to Service-Now:

- Played a active role in re designing of one of the NYSE's custom app, Trading Floor Functionality. Created functional/technical requirements documentation for Trading Floor System, SFTI and CAP systems, Purchase Order, Asset Tracking and Repair Shop Systems.

- Solely responsible for Release Management Process

.Using Advanced workflows, created many Service Catalog Requests and templates for Global User Community.

- Created several mechanisms to automate more complex user requests to increase the productivity of the system.

1 recommendation available upon request

Sr.System Analyst at Ernst & Young LLP

October 1999 - December 2009 (10 years 3 months)

Remedy ITSM V7.1: Sep 07 - Dec 09

Remedy ITSM V6.3: July 05 - Sep 07

Remedy ITSM V5.5: July 02 - July 05

Quintus: Oct 99 - July 02

Worked with Ernst & Young (1999-2009) in various leadership roles and contributed towards building up Global IT Helpdesk System.

Upgrade Remedy ITSM V6.3 to ITSM V7.1 Deployment:

Upgrade Sql Server 2000 to Sql Server 2005

Upgrade Remedy ITSM V6.3 Upgrade Deployment

Upgrade Remedy 5.5 and Sql Server 2000

EYQueue: Qunitus for HelpDesk Services and Oracle DB

System Analyst at Prudential Investments

March 1998 - October 1999 (1 year 8 months)

Interactive Voice Response System (IVR) for Common Front End (CFE):

Visual Basic, Sybase, Erwin, HTML, Windows NT, Unix

Sr. Consultant at Merrill Lynch

November 1996 - February 1998 (1 year 4 months)

Service Request Tracking and Routing System:

Quintus and Oracle

Software Engineer at AIG

September 1993 - October 1996 (3 years 2 months)

All Lines Processing System (ALPS)

Visual Basic, Sybase

Skills & Expertise

IT Service Management

BMC Remedy

Microsoft SQL Server

Service-Now

Servers

ITIL

Change Management

XML

JavaScript

SDLC

Education

City University of New York

Masters, Computer Science, 1994 - 1995

Sri Venkateswara University

Masters, Mathematics, 1990 - 1992

Suneetha Pothireddy

Solution Architect



1 person has recommended Suneetha

"Until the end of May 2011, I was Suneetha's manager in the IT Process Automation team at NYSE Euronext, where she impressed us with her sharpness, attention to detail, intelligence, and kindness. She was more specifically working on our Service-Now implementation as a contractor. She handled everything from basic admin requests, to interacting with the vendor's support staff and preparing communications for the internal user community. She also set up strong documentation frameworks and created several mechanisms to automate more complex user requests and increase her own productivity. I highly recommend Suneetha for employment. She is a strong team player and valuable asset."

— **Benjamin N.**, *Manager, NYSE Euronext*, managed Suneetha at NYSE Euronext

[Contact Suneetha on LinkedIn](#)