

Loyola Ignatius Amalraj

Email: mail4loys@yahoo.com

Mobile: +1-678-938-4371

LinkedIn Profile: [Loyola Ignatius](#)

Professional Experience: Experience in implementation of ITIL using ESM tool. (Service-Now, HP BTO, IBM Tivoli)

- Currently working as **Principle Consultant** for **ESM tools implementation using HP and Service-now tools** in Infosys technologies from Sep 2008 till date
- Worked as **Project Manager** for **ESM tools implementation** in AIG System Solution from Jan 2008 to Sept 2008
- Worked as **Project Manager** for **ITIL implementation using HP tool** in Tata Consultancy Services from Oct 2006 to Jan 2008.
- Worked as **Business Consultant** (Asst. Manager) for **ESM implementation** in Satyam Computer Services LTD from Feb 2006 to Oct 2006.
- Worked as **Assistant Manager** for L2 / L3 **Production Support** Team from Oct 2001 to Dec 2005.
- Worked as System administrator / Faculty for 1 year in NIIT, Chennai from Sep 2000 to Sep 2001.
- Worked as Computer Faculty for 1 year in St. Josephs School, Chennai from June 1999 to May 2000.

Certifications

- **ITIL V2 foundation certified (EXIN – EX0-100)**
- **ITIL V3 foundation certified**
- **HP Service Manager 9.x**
- **IBM Tivoli Monitoring V6.1 Implementation (000-890)**
- **HP OV NNM 7.X Essentials - I (HPO-632)**
- **HP OV Operations for Windows (7.x) (HPO-727)**
- **ServiceNow System Administrator**

Paper Presentations

- **Presented Service-Now best practices paper in K12 Service-now annual conference in New Orleans:**
(<https://www.slideshare.net/secret/tOGO4UdweJHF8p>).

Management Trainings

- PMP Trained and a member of PMI Chapter Chennai.

Education

Academic:

Degree	University	Year of Passing
B.Sc	Pachaiyappa's College, University of Madras	1999

Technical:

Period	Qualification	Institution	Percentage / Class
1997-99	GNT	NIIT	83% / I

Extra Curricular Achievements

- ♦ Represented the School/College Basket Ball Team as a Captain.
- ♦ Active member of HP forum – Handle ID: Loys

Experience

Organization	Designation	Duration
Infosys Technologies	Principle Consultant	09/2008 till date
AIG System Solutions	Assistant Project Director	01/2008 – 09/2008
Tata Consultant Services	Assistant Consultant	10/2006 – 01/2008
Satyam Computer Services Ltd.,	Assistant Manager	02/2006 – 10/2006
GECIS	Assistant Manager	10/2001 – 12/2005
NIIT	Faculty cum System Administrator	09/2000 – 09/2001
St. Joseph's H. S.S	Faculty cum System Administrator	06/1999 – 05/2000

Technical Skills

#	Skill Area	Experience (in Years)	Proficiency
1	ITSM >> Service-Now	3	Strong
2	Enterprise Systems Management >> HP BTO >> Business Service Management	2	Strong
3	Enterprise Systems Management >> HP BTO >> HP uCMDB	3	Strong
4	Enterprise Systems Management >> HP BTO >> Business Availability Management	3	Strong
5	Enterprise Systems Management >> HP BTO >> SiteScope	10	Strong
6	Enterprise Systems Management >> HP Openview >> Application Monitoring	10	Strong
7	Enterprise Systems Management >> HP Openview >> Network Node Manager (NNM)	10	Strong
8	Enterprise Systems Management >> HP Openview >> OpenView Operations (OVO)	10	Strong
9	Enterprise Systems Management >> IBM Tivoli >> Application Monitoring	2	Strong
10	HP Service Desk >> Reporting >> Westbury	1	Fair
11	Enterprise Systems Management >> HP Openview >> Service Manager	1	Fair

Awards

- Smiles Award July 2007 - TCS
- GECIS Value Award August 2005
- Team Award December 2004
- Bronze Award September 2004.
- Bronze Award July 2004.
- Bronze Award March 2004.
- GE Management Award for the Year 2003.
- Key Contributor Award from Finance CoE - AS. June 2003.
- Six Sigma Club Certified March 2003.
- Eureka Award March 2003.

- Team Award February 2003.
- Unnati Award January 2003.
- GE Value Award for the Year 2002.
- Bravo Award November 2002.
- GE Value Award August 2002.
- Key Contributor Award from Finance CoE - AS. March 2002.
- Best Technology Trainee – 2001(Hyderabad). H2 2001.

Training

Sl#	Title	Location	Organized by	Duration
1	Service-Now	Bangalore	Infosys	5 Days
2	HP uCMDB	Bangalore	Infosys Technologies Ltd	3 Days
3	ITIL V3 Foundation Course	Chennai	Tata Consultant Services	3 Days
4	PMP Certification Course	Chennai	Tata Consultant Services	5 Days
5	ITIL V2 Foundation Course	Chennai	Satyam Computers Services LTD	3 Days
6	Tivoli training	Bangalore	IBM	1 week
7	LINUX ADMIN	Chennai	NIIT Ltd	1 Week
8	JSP, Servlets	Chennai	NIIT Ltd	1 Week
9	GB training	Hyderabad	GECIS	3 Days
10	SQL Administration and replication	Hyderabad	GECIS	1 Week

Projects

Listing below the last 5 projects that I had worked / working on:

01	Project Name	Implementation of Service now (In-house instance)
	Client	World's Largest Post Trading Company
	Role	Technical Architect
	Location	New York, USA & Chennai, India
	Duration	3 years
	Software	Service-Now
	Project Description	As part of IT transformation and ITSM initiative, customer wanted a robust Service request management process and tools to cater host of end user requests. Also, Implementation of Service Now for ITSM involving strategic planning, development of Incident, Problem and CMDB. Design and Developed enterprise wide CMDB over a large populations of configuration items. Platform Support for Change Mgmt., CMDB.
	Key Implementation	<p>Key Implementations performed as part of this engagement were</p> <ul style="list-style-type: none"> ▪ Introduce service catalog with complete and standardized set of services in phases ▪ Drive all external requests through request management; enable requestors to manage their own work as one-off items or parts of projects ▪ Introduce standard IT management processes integrated with ADM practices; e.g., Demand mgmt., Supply mgmt., Portfolio mgmt., etc. ▪ Introduce standard project structure (WBS) for all true Infrastructure projects; enhance project management skills ▪ Use projects only for infrastructure-driven initiatives; e.g., Data Center builds, DB2 upgrades, network expansions, middleware maintenance, etc. ▪ Select and deploy automation support for service catalog and management processes. ▪ Deploy time reporting / mgmt. across all Infrastructure work ▪ Developed the strategy for Change IT Asset Management, Data Migration and Service-now.com implementation.

		<ul style="list-style-type: none"> ▪ Partnered in developing the Application, Modules, Workflows and complete data migration into the Service-now.com platform. ▪ Architecture review and Analysis was done across Process, Technology, Data and Infrastructure tracks to ensure a holistic coverage ▪ Documented Analysis findings and came up with detailed recommendations. Translation of high level requirements into detailed solution design. ▪ Development of Service-now functionalities by creation of forms, UI Policies, Business Rules, WSDL, Client Scripts. ▪ Designing and Developing a globally consistent solution ▪ Utilizing Global Delivery Model to provide a cost effective solution
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02	Project Name	Implementation and Support of Service Now (SaaS instance)
	Client	Major in specialty insurance and reinsurance
	Role	Consultant
	Location	Chennai, India
	Duration	6 months
	Software	Service-Now
	Project Description Implementation of Service Now for Service Catalogue use, development of the services and the management of those services using Service Catalog as a platform in Service Now.	
	Key Implementation	Key Implementations performed as part of this engagement were <ul style="list-style-type: none"> ▪ Develop different services as part of Service Catalog including Web service Integration. ▪ Implementation of New Hire for the onboarding process. This service was also integrated with AD for user automation ▪ Apart from the service catalog module, "Recertification module" was supported and enhanced. In this recertification module, every quarter the owners or managers for the corresponding application, shares, reports, intranet site have to recertify indicating that the component is still in use ▪ Email integrations in Service Now as part of the Recertification module.

03	Project Name	Implementation of HP Monitoring (HP BAC, HP OMi, HP Sitescope, HP OM, HP SM)
	Client	Insurance Major in Canada
	Role	Consultant
	Location	Toronto, Canada
	Duration	9 months
	Software	HP BAC 8.02, HP OMi 8.0, HP Sitescope 10.10, HP OM 8.10, HP SM 7.2
	Project Description As part of datacenter migration, Client wanted Enterprise tools for monitoring their infrastructure. The client had also chosen to use HP suite of products for monitoring the entire infrastructure. They also wanted to monitor the Application availability and performance from End user perspective. As part of this project, We designed and implemented HP BAC with BPM for monitoring Application availability and Performance from End User Perspective. HP OM and Specialized SPI were implemented for monitoring specialized applications like: <ul style="list-style-type: none"> • Active Directory • Microsoft Exchange 	

	<ul style="list-style-type: none"> • Citrix Servers • Blackberry Server • Microsoft SQL Server • VMWare ESX Servers <p>HP SiteScope was implemented for monitoring URLs and Web Services. All alerts from HP BAC and HP SiteScope were integrated with HP OM and HP OM integrated with HP Service Manager for ticket creation. HP SCAuto was used for integration between HP OM and HP SM. The Dashboards were designed and SLA calculation was implemented in HP BAC. Models were created in HP uCMDB and used for reporting</p>		
	<table> <tr> <td>Roles & Responsibilities</td><td> <p>Key responsibilities performed as part of this engagement were</p> <ul style="list-style-type: none"> ▪ Project planning and Cost estimation ▪ Defining the integrated architecture of the monitoring solution ▪ Implementing server monitoring using HP OM. ▪ Implementing Application monitoring using HP BAC. ▪ Implementation of Standard Application monitoring using HP OM SPIs. ▪ Implementation of URL and Web Service monitoring using HP Sitescope ▪ Implementation of Dashboards, Views , Models and SLAs in HP BAC ▪ Implementation of High Availability for Monitoring Infrastructure. ▪ Training and Hand over to users and Administrators. ▪ Implementation Documentation </td></tr> </table>	Roles & Responsibilities	<p>Key responsibilities performed as part of this engagement were</p> <ul style="list-style-type: none"> ▪ Project planning and Cost estimation ▪ Defining the integrated architecture of the monitoring solution ▪ Implementing server monitoring using HP OM. ▪ Implementing Application monitoring using HP BAC. ▪ Implementation of Standard Application monitoring using HP OM SPIs. ▪ Implementation of URL and Web Service monitoring using HP Sitescope ▪ Implementation of Dashboards, Views , Models and SLAs in HP BAC ▪ Implementation of High Availability for Monitoring Infrastructure. ▪ Training and Hand over to users and Administrators. ▪ Implementation Documentation
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04	Project Name	Implementation of HP Monitoring (HP BAC, HP Sitescope, HP OM)
	Client	Telecom Service provider in Europe
	Role	Consultant
	Location	Amsterdam, Netherland & Bangalore, India
	Duration	6 months
	Software	HP BAC 8.02, HP Sitescope 10.10, HP OM 8.10
	<p>Project Description</p> <p>As part of datacenter hosting, Client wanted Enterprise tools for monitoring their infrastructure. The client had also chosen to use HP suite of products for monitoring the entire infrastructure. They also wanted to monitor the Application availability and performance from End user perspective.</p> <p>As part of this project, We implemented HP BAC with SiteScope for monitoring Application availability and Performance from End User Perspective. HP SiteScope was implemented for monitoring Server to the operating system level. The Dashboards were designed and SLA calculation was implemented in HP BAC. Models were created in HP uCMDB and used for reporting</p>	
	Roles & Responsibilities	<p>Key responsibilities performed as part of this engagement were</p> <ul style="list-style-type: none"> ▪ Project planning and Cost estimation ▪ Implementing server monitoring using HP SiteScope. ▪ Implementing Application monitoring using HP BAC. ▪ Implementation of URL monitoring using HP Sitescope ▪ Implementation of Dashboards, Views , Models and SLAs in HP BAC ▪ Implementation of High Availability for Monitoring Infrastructure. ▪ Tools Administration, Support and maintenance ▪ Implementation Documentation

05	Project Name	Implementation of Server & Network Monitoring as shared Service (BMC Patrol , BMC Performance Manager, HP EC)
	Client	World leader in Beverages
	Location	New York, USA
	Role	Consultant

	Duration	6 months
	Software	BMC Patrol , BMC Performance Manager, HP EC
	Project Description	<p>The Client was a beverages leader, and as part of new launches of beverages they wanted to conduct campaign for the products using newly designed application. Client wanted to monitor the campaign application as the application was very critical for new label launches. Also, they wanted a cost effective solution for monitoring tools</p> <p>We implemented BMC Patrol for Server monitoring and HP Performance Manager for integrated view. BMC EC was used for event correlation and integrated with BMC Remedy.</p>
	Roles & Responsibilities	<p>Key responsibilities performed as part of this engagement were</p> <ul style="list-style-type: none"> ▪ Defining the architecture of the monitoring solution ▪ Implementing server monitoring using BMC Patrol. ▪ Implementation of integrated view by BMC Performance Manager. ▪ Event correlation using BMC Event correlation tool ▪ Provide user and Administration training ▪ Configuring and creating Reports through custom portal.

Personal Details

Name	Loyola Ignatius Amalraj	
Date of Birth	13 th Feb 1979	
Email Id	mail4loys@yahoo.com	
Marital Status	Married	
Passport No.	H0617331	Valid Upto: 04/18/2018 (mm/dd/yyyy)
Type of Visa holding (if any)	Australia – Business Visa (Multiple Entry) USA – Business Visa (Multiple Entry) USA – H1B (Multiple Entry) Schengen-State - Business Visa (Multiple Entry) Canada – Work Visa	Valid Upto : 06/28/2007 (mm/dd/yyyy) Valid Upto : 01/01/2017 (mm/dd/yyyy) Valid Upto : 28/03/2015 (mm/dd/yyyy) Valid Upto : 10/09/2012 (mm/dd/yyyy) Valid Upto : 07/30/2011 (mm/dd/yyyy)
Contact Numbers	Mobile: +1-678-938-4371	