

**A working professional with 4.5 years of IT industry experience in the area of ITSM (Platform Design, Development and Support projects), having exposure to Retail/CPG**

**And Banking/Financial Services domain, with good skills on the Service-now tool.**

**PROFESSIONAL SNAPSHOT**

 **Service-now** IT professional with total experience of 4.5 years in **ITSM configuration, Design and Development of ITSM Process.**

 Associated with **Infosys Limited** since Dec ‘08, currently designated as **Senior System Engineer.**

 Rich **client interaction experience** while working with globally-dispersed, multi-cultural teams and in executing projects with **technical innovations and productivity improvements.**

Core Competence

 Expertise in the implementation of the Service-now tool. And Service-now Integrations.

 Good knowledge of ITIL Process Implementation

 Working knowledge of SCCM tool.

 Good Team Player

 Client Interfacing Skills

 Timely Project execution

 Well versed in **execution of solution at various stages of Software Development and testing lifecycle.**

 Undertaken **several internal and external certifications and projects** to further hone the delivery skills.

 Ability to **understand the business requirements** and convert it to functionally deliverable modules with right balance of using technical features and keeping the process simple.

**TECHNICAL EXPERTISE**

|  |  |
| --- | --- |
| **Software** | MS Office. |
| **Operating Systems** | Windows XP-Vista-7 |
| **Computer Languages** | JavaScript, HTML, JSP, C++. |
| **Databases** | Oracle, DB2, SQL Server. |
| **ITIL Process Implementation** | Change Management, Incident Management, Problem Management, Release Management, Service Catalog and Reporting, Governance- risk management and compliance. |
| **ITSM Tools** | Service-now. |

**WORK EXPERIENCE**

**Infosys Limited, Pune Dec ’08- Till date**

**Senior System Engineer**

**PROJECTS UNDERTAKEN**

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Title** | **Client** | **Role** | **Duration** |
| Srevice-Now Development and Support Project. | **Target Technologies Solution,USA** | Service now Software Engineer and Onsite Co-ordinator (Onsite –Minnepolis USA) | May 13 to till date |

|  |  |
| --- | --- |
| **Technology** | Service-now, JavaScripts, XML,Web Services ,MID Server |
| **Project Description** |  Enhancement & Maintenance of Target Service-now applications. |
| **Project Responsibilities / Technical Summary/ Achievements.** |  Co-ordination with Target onsite team to understand the business requirement and convert them to the technical requirements.   Co-ordinate with Offshore Team for development and follow up for deliverables.   Scripting & customizing Service now platform to meet client requirement.   Defect fixing and ongoing Service now incident/problem support, which includes making the form layout changes, access controls maintenance, creating Roles and Groups.   Participate in the code move to the various environments which requires update set promotion and resolving any conflicts or errors occurred during the code promotion.   Successful implementation of the On-Call Rotation Module which involved replacing the current Mainframe based On-call with Service now. For this we activated the out of box plugin and made the modifications to it according to the client business requirements.   Currently working on the Service now Calgary Release which includes coordinating with Service now support team for the upgrade and participating in after upgrade testing with different process owners and fixing the defects that we observe during it. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Title** | **Client** | **Role** | **Duration** |
| Srevice-Now Integration Development and Support Project. | **Staples Inc** **,USA** | Service Now Developer/Admin (Offshore,Pune India) | Aug 11 – Apr 13 |

|  |  |
| --- | --- |
| **Technology** | Service-now, JavaScripts, XML,Web Services ,MID Server |
| **Project Description** |  Web service integration project between Service-now and SIAM application.   MID server integration project between Service-now and Clarity application.   Web service integration project between Service-now and Ruscomp application.   Single Sign On implementation for Service-now application.   Service now Berlin and Aspen Release.   Service now incident/problem support. |
| **Project Responsibilities / Technical Summary/ Achievements.** |  Coordination with Staples & other tools team to understand the business requirement   Design and Architect the interface requirement.   Preparing the High level and Detail level Design document.   Review the code and provide solutions to client for integrations by analyzing the existing applications.   Participate in the code move to the various environments which requires update set promotion and resolving any conflicts or errors occurred during the code promotion.   For SIAM/Ruscomp integrations I had developed the web services to receive the data. The SIAM data was transformed to a service catalog request. This service catalog request was created using workflow with approval requirement. The Ruscomp data was transformed into a functional helpdesk ticket.   For Clarity integration we had set up the MID server and using the schedule reports we were exporting the bulk data to MID server in the csv file format.   Created various email notifications to inform the support teams about the failure of the integration data transfer.   Defect fixing and ongoing Service now incident/problem support, which includes making the form layout changes, access controls maintenance, creating Roles and Groups.   Participate in the code move to the various environments which requires update set promotion and resolving any conflicts or errors occurred during the code promotion. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Title** | **Client** | **Role** | **Duration** |
| SERVICE-NOW RELEASE 2.0 – SEZ | **Staples Inc** **,USA** | Service Now Developer (Offshore,Pune India) | Mar 11 – July 11 |

|  |  |
| --- | --- |
| **Technology** | Service-now, JavaScripts, XML,Web Services ,MID Server |
| **Project Description** |  Service-now development project to create a new module for the client requirements of dealing with third party vendors. |
| **Project Responsibilities / Technical Summary/ Achievements.** |  Requirement Gathering and Analysis, Data collection.   Developing entirely new application within Service now platform and create different modules, data tables to hold the business data.   Define the SLAs for these new types of application requests.   Developing, testing java scripts to enable additional features, enhancements and customizations.   Define access controls for this new application based on the user roles.   Conduct system unit testing to validate the functional and technical requirements. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Title** | **Client** | **Role** | **Duration** |
| RACQI INFRASTRUCTURE RESOURCE | **Suncorp Insurance and Suncorp Banking, Australia.** | Windows Server Admin (Offshore,Pune India) | May 10 –  Dec 10 |

|  |  |
| --- | --- |
| **Technology** | Citrix, Windows Server 2008, SCCM, SMS, Remedy. |
| **Project Description** |  The migration of the client servers from the SMS platform to the SCCM platform. |
| **Project Responsibilities / Technical Summary/ Achievements.** |  Plan for the server migration activities, Communication with Onsite Team, Implementation of the migration activity at offshore.   Infosys Unit level award (IMS-Spot Award).   Most Outstanding Contribution Team Award. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Title** | **Client** | **Role** | **Duration** |
| WINTEL SERVER MONITORING | **Suncorp Insurance and Suncorp Banking, Australia.** | Windows Server Admin (Offshore,Pune India) | Oct 09 –  Apr 10 |

|  |  |
| --- | --- |
| **Technology** | Citrix, Remedy, RSA alert system, Windows Servers. |
| **Project Description** |  Windows Server monitoring and the service desk Management activities to support the Client server pool. |
| **Project Responsibilities / Technical Summary/ Achievements.** |  Administering and Monitoring the Client Windows Servers.   Analyze the hardware and downtime issues for the Server Pool. And suggest the resolution.   Service Desk Agent activities: To create Incidents for the failure and downtime of the windows servers on the Remedy tool.   Working as fresher established good relations with onsite team and interacted with client. |

**CERTIFICATIONS**

|  |
| --- |
|  ITIL foundation 2011 Certification. |
|  IMS ITIL Release and Configuration Management (Infosys Internal) |
|  IMS ITIL Problem and Change Management (Infosys Internal) |
|  IMS ITIL service desk and Incident Management(Infosys Internal) |
|  J2EE training certification (Infosys Internal) |
|  Oracle DBA level 1 (Infosys Internal) |

**ACADEMICS**

|  |  |  |
| --- | --- | --- |
| Bachelor Of Engineering (Computer Sci.) | Govt. Eng. College, Aurangabad | 66.81First Class |
| XII | Maharashtra State Education Board | 86% |
| X | Maharashtra State Education Board | 88% |

**OTHER DETAILS**

|  |  |
| --- | --- |
| **Date of birth** | 20h July 1987 |
| **Address** | 3501 Xenium Lane North, Plymouth, MN 55441  (Apt No 240). |