**AJAY KUMAR ANUGU **

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***OBJECTIVE***

To set-foot in a highly regarded company that offers the opportunity to leverage my leadership skills, service and project management expertise, technical knowledge and potential in the field of IT and at the same time allowing me to contribute to the achievement of the company’s goals and to collaborate with a team that focuses on the organization’s success.

***PROFESSIONAL SUMMARY***

 9+ years of experience in IT Services industry in India and USA and holds a Bachelor Degree in Computer Applications. Service-now.com specialist and has extensive experience in handling multiple projects, Teams and implementing large applications. As a Service-now.com consultant and Project Lead have good experience in all below development activates for Service-now. Highly successful Project Manager with focus on **ITIL Service Delivery** and **Business Process Consulting.** Managed multi-platform service delivery for **Pharmaceuticals**, **Aviation**, **Insurance &** **Healthcare**, **Financial Services, Consumer Electronics** industries.

\* Handling multiple projects and teams (10+ Service-now Engagements)

\* Design and Develop ITSM Implementation plans and Methodologies

\* Glide and Jelly development.

\* Designing Business Rule, UI Policies, Client Script, Access Controls, Etc.

\* Workflow Design and Development.

\* Conducted Gap Analysis between Remedy ITSM 7.6.04, CA Service Desk HPSM and Service-Now

\* Expert knowledge in Application, Module, Functionality, Process Flow, ticket Life cycle, Foundation Data, CMDB Data Model, Discovery, etc.

\* Integration with HP OVO, Remedy, LDAP, VMware, HPSM, uCMDB, Etc.

\* Experience in Design, Develop and Implement **Run book Automation**.

\* Implementation experience in HPSM, Remedy, Service-now, CA Service Desk and Peregrine.

\* Conduct stakeholder meetings and workshops

Highly successful on Implementations with focus on **ITIL Service Delivery** and **Business Process Consulting.** Strongexpertise in **RBA, Incident, SLM, Problem, Change, CMDB & Release Management.** I have 5+ years of experience in Design, Development and Implementing IT Service Management suit for Clients like GE, SanDisk, Red-Bull, Varian Medical Systems, Balfour Betty, AIG Global Services. I have worked with Large Global customers like Symantec, Hunter Douglas, AIU and AIG Insurance.

***QUALIFICATION HIGHLIGHTS***

 Experience in Leading the ITSM Capability and Handling multiple of projects.

 Experience in IT Services Management (ITSM) and ITIL, methods and processes

 Experience in Administration of ITSM Tool **SaaS Service-Now, Remedy 6.3 and 7.0, HP Service Center (Peregrine).**

 Experience in Creating Proposals, RFP and working with new and existing customers to get more business.

 Involved in Pre Sales and in preparing the RFPs for new customers in all ITSM projects within Satyam.

 Experience with implementation of Service-Now Incident, Change, SDLC, Service Catalog, PM and Configuration Management.

 Knowledge in ITIL Service Support areas of Incident, Problem, Change, Release, Configuration Management and Service Desk

***AREAS OF STRENGTH***

|  |  |  |
| --- | --- | --- |
| **TECHNICAL** | IT Service Management  Service Level Management  Change and Incident  Release Management  IT Skills Gap Analysis & Performance Optimization |  SaaS Service-Now Administration   Administration of HP Service Center (Peregrine)   ARS Remedy Administration 5x, 6X and 7.1   ITIL Design & Implementation |

***PROFESSIONAL EXPERIENCE***

**Work Experience**

**Consultant (Project Lead) OCT 2010 – Present**

Mahindra Satyam

Managing IT Service Support processes for ITSM Suit (Service-now), managing the IT Service Management (Incident, Problem, Change, Service Catalog, Project Management, SDLC, New Non-IT modules Implementation and Release Management) processes for the IT organization, and developing and maintaining ITIL process documentation and driving the efficiency and effectiveness of the ITIL processes.

Oversee the implementation, training, and rollout of service management processes to the enterprise, produce management information/reporting that drives improvements in the operability and stability of the company platforms including availability metrics, coordinate the organization s response to major problems and development of proactive problem management activities, and develop and maintain all critical process documentation including policy, process definition, process flows, use cases, procedures, training materials, and templates.

 Handle Multiple projects and multiple team deliveries

 Prepare Implementation Methodologies, Capability Presentation, Involve in Sales and working toward the business growth.

 Preparing Project Management Scope, Cost Analysis and being SPOC for any Service-now related business activities.

 Perform Legacy ITSM tool to Service-Now Migration Design/Develop/Testing in all aspects

 Designing Business Rules, UI Policies, UI scripts

 Designing client and Server Side scripts

 Integration with LDAP, HP OVO

 Migration from Remedy and Other ticketing tools

 Designing work flows for new modules.

 Develop custom Service-Now application and workflows to migrate in-house Legacy-based tools/applications (Non-IT)

 Administrating Home Pages and designing catalog item and Catalog scripts.

 RBA Implementation – Architecture Design and Solution design.

**Projects Profile**

|  |  |  |
| --- | --- | --- |
|  | Service-now RBA Implementation |  |
| **Client** | A large aviation company in the USA |  |
| **Role** | Solution Architect |  |
| **Organization** | Mahindra Satyam |  |
| **Team Size** | 8 |  |

**Project Description**

 Need for Automation, customer looking for Service-now RBA to Automate IaaS, PaaS, EaaS on multiple VDC’s and to automate internal day-to-day activities in Server and Network area, need to have a process to update the CMDB, Automation and Remediation process for different business areas.

**Contribution**

 Understanding and analyzing the current process, tools and environment in use.

 Designing solutions for OnDemand Services for On Stop Shop for many Infrastructure Services.

 Integrating Service-now to connect multiple VDC’s via v-Sphere, HP Opsware, Windows Azure, VMware and Opscode chef.

 Defining process as per customer Infrastructure & Server Operation.

 Developing Service Catalog Management and Self-Service portal.

 Developing RBA workflows as per the requirement.

 Web Service integration for connecting different VDC’s or Hypervisors.

 Creating process to Auto create Change, Approvals, connecting sub-flow’s, updating CMDB, notifications, auto-closing the change and request.

 Designing multiple Business Rules, UI Policies, UI scripts, Access Controls, Roles, UI Pages, Views, custom tables, update sets and testing plans.

 Training for the Team, Business owners and End-Users on the use of new OnDemand Services from Service-now

 Developed Process and Technical Specification for Server Build TTO Automation using HP-Opsware.

 Developed Informatica Folder Creation, Migration, user creation and providing access from Service Catalog through SSH.

 Worked with Service-now proposing new solutions for RBA POST/REST services.

**Projects Profile**

|  |  |  |
| --- | --- | --- |
|  | Service-now Implementation & Support |  |
| **Client** | World’s largest Medical Device Manufacturer |  |
| **Role** | Project Lead |  |
| **Organization** | Mahindra Satyam |  |
| **Team Size** | 4 |  |

**Project Description**

Customer had multiple in house tools and Remedy Implemented with limited modules, requirements was to consolidate the in house tools, Migrate data from BMC Remedy and Implement Service-Now as one stop shop for all the ITSM and Non-IT functions.

**Contribution**

 Current requirement and Gap Analysis (Technical and Functional)

 Working with Process consultants to define and Implement the ITIL best practices for Service-now

 Designed, Configured and implemented Incident, Change, Problem, SLM, Self-service, Enhancement, Surveys Modules.

 Configured and implemented Employee Self-Service application for user front end IT support.

 Designing multiple Business Rules, UI Policies, and UI scripts, Access Controls, Roles, UI Pages, Views, custom tables, update sets and testing plans.

 Creating Workflows for different Change Process, Knowledge, Problem and SDLC process.

 Developed custom reports connecting multiple tables with different view options.

 Developing/Configuring Email Properties, rules, registries, templates for notifications and Moving Customizations from Instance to Instance.

 Designing work flows for new modules.

 Developed Training plan for business/process owners, End-Users

 Performing testing in QA and migration of new code to Prod.

 Working with customers on Enhancement/Changes and suggesting the improvement options to use Service-now at the best.

**Projects Profile**

|  |  |  |
| --- | --- | --- |
|  | Service-now Implementation & Migration |  |
| **Client** | **World’s largest flash memory maker** |  |
| **Role** | Project Lead |  |
| **Organization** | Mahindra Satyam |  |
| **Team Size** | 5 |  |

**Project Description**

Customer had multiple in house tools and Remedy Implemented with limited modules, requirements was to consolidate the in house tools, Migrate data from BMC Remedy and Implement Service-Now as one stop shop for all the ITSM activities.

**Contribution**

 Current requirement and Gap Analysis (Technical and Functional)

 Developed Migration plan (Remedy to Service-now) without affecting business operations.

 Working with Process consultants to define and Implement the ITIL best practices for Service-now

 Designed, Configured and implemented Incident, Change, Problem, Knowledge, Asset, Service Catalog, SLM and Non-IT Modules

 Configured and implemented Employee Self-Service application for user front end IT support.

 Integration of LDAP, B2B services, SAP Systems, HPOV, Spectrum, Etc.

 Designing multiple Business Rules, UI Policies, and UI scripts, Access Controls, Roles, UI Pages, Views, custom tables, update sets and testing plans.

 Creating Workflows for different Change Process, Knowledge, Problem and SDLC process.

 Implemented Project and Portfolio Management with CIO and CTO dash boards and with different access levels with Gantt Charts option

 Developed custom reports connecting multiple tables with different view options.

 Developing/Configuring Email Properties, rules, registries, templates for notifications and Moving Customizations from Instance to Instance.

**Projects Profile**

|  |  |  |
| --- | --- | --- |
|  | Service-now Implementation & Support |  |
| **Client** | World’s leading Energy drink manufacturers |  |
| **Role** | Project Lead |  |
| **Organization** | Mahindra Satyam |  |
| **Team Size** | 2 |  |

**Project Description**

Customer had multiple in house tools and Remedy Implemented with limited modules, requirements was to consolidate the in house tools, Migrate data from BMC Remedy and Implement Service-Now as one stop shop for all the ITSM activities.

**Contribution**

 Setting up Managed Services instance from Service-now Public Cloud.

 Enhancements to the Implemented Modules and additional module implementation

 Designed, Configured and implemented Incident, Change, Service Catalog, SLM

 Configured and implemented Employee Self-Service application for user front end IT support.

 Designing multiple Business Rules, UI Policies, and UI scripts, Access Controls, Roles, UI Pages, Views, custom tables, update sets and testing plans.

 Creating Workflows for different Change and Catalog Items process.

 Developed custom reports connecting multiple tables with different view options.

 Developing/Configuring Email Properties, rules, registries, templates for notifications and Moving Customizations from Instance to Instance.

**Module Lead May 2008 – Present**

MphasiS Limited (Formally AIG Systems & Solutions)

Deliver IT Services Management (ITSM) solutions based on ITIL best practices including the Administration of Incident, Change Management. Co-coordinating with Release and Configuration Management. This Includes Administration if Service-Now; ARS Remedy 6.x, 7.1 and HP Service Center. Processing Incident Management Data Archive. Day to day application administration and coordinating with Helpdesk to close user incident and Security request. Updating Remedy and Service-Now application functionalities with the current business requirements.

**Projects Profile**

|  |  |  |
| --- | --- | --- |
|  | Service-now Support |  |
| **Client** | AIG Global Services |  |
| **Role** | Module Lead |  |
| **Organization** | Emphasis Limited |  |
| **Team Size** | 8 |  |

**Project Description**

Customer has Remedy for Incident and Peregrine as Change Management System, uCMDB as a different tool. Customer requirement was to implement Service-now and have all the ITSM activities under one single tool with all the modules like Incident, Change, Problem, Knowledge, Self-Service, Request Fulfillment with the integration of CMDB

**Contribution**

 Configured and implemented Incident and Change Reports using Service Now Reporting Tool.

 Responsible for End user Administration.

 Configured and Implemented Service Catalog Home Page along with Catalog Item and Catalog Task Modules for Incidents and Changes.

 Configured multiple Catalog Items

 Implemented UI Policies to make fields Mandatory or Visible on the forms.

 Developed Change Reports using UI Macro to display the data

 Developed Business rules that’s can used by Incident and Change forms

 Configured complex Workflows that drive the Change Management and catalog forms.

**Systems Engineer September 2006 – May 2008**

GAVS Information Services Pvt Ltd

Providing L1/L2 support helpdesk administration for Novell Netware and Remedy applications. Worked as a single point of contact (Helpdesk) for logging any Incident/Change task in Remedy. Deploying Symantec Anti-Virus corporate edition on servers. Monitoring and updating servers and Desktops and scheduling scans etc. VERITAS Back-Up Exec 9.1 for Netware Servers. Installation and troubleshooting, guiding system administrators to troubleshoot and schedule back up Jobs. GroupWise Administration- 6 & 6.5

**Technical Trainer August 2004 – September 2006**

Sutherland Global Services

Worked as level 1 and level 2 research and development support and Technical Trainer for the Process and Products. Training new hire agents regarding Symantec product and productivity methods. Generating AHT, FCR customer satisfaction reports. Providing support regarding unresolved issues for the floor productivity and working on them for solutions.

Working on Beta testing on newly released products (NAV 2006, NIS 2006, Norton 360, System works 2006, Etc.). Conducting team meeting and QA meeting to meet the SLA and to achieve the customer satisfaction. Attending client meetings and getting the latest updates and support for the unresolved issues. Provide training for the floor agents on the latest updates and on unresolved issues. Providing call support only for unresolved issues and for the newly generated issues on Beta Version. Updating Symantec live updates on Symantec servers getting help from client on weekly basis.

*Achievements:*

1. ITIL V3 Foundation Certified, Service-now Admin 101 and 102 Trained.

2. Trained in Remedy Administration.

3. Successful implementation of Service-Now ITSM Application.

4. Implementing processes for the following application modules; Incident, change, Project, Software Development Life Cycle & Service Catalog.

5. Implementation of Service-Now for AIG Global Services, Varian Medical Systems, SanDisk, GE Aviation, Service-now (Remote Assistance)

6. Involved in Implementing Incident Management and Service Desk Modules.

7. RBA implementation (Service-now architecture design of IaaS, EaaS and PaaS).

8. RBA implementation –Automation of IT Enabling Services (Informatica, Cognos,

9. Opsware), Server and Network Day-to-Day tasks.

***PERSONAL SKILL***

Active participant for Global MphasiS Employee Engagement team

Active participant for the MphasiS “EMPLOYEE EVENTS MANAGEMENT” team.

Trained new hires for the process and product methods for Symantec products.

Managed team of 3 people for the design and implementation of Remedy Service Desk.

***TECNICIAL SKILLS***

Operating System : Novell Netware 6.0 and 6.5, Red Hat Linux 2.5, Windows

2000, 98 and XP

Database : MS-ACCESS and SQL

Tools/Utilities : Remedy Helpdesk 6.0, Remedy Incident Management 6.5,

Peregrine and Service-Now

***EDUCATION***

**Bachelor of Computer Application (BCA) - 2004**

Pass Percentage 72%

Girraj Government College, (Osmania University)

**Intermediate Education - 2001**

Pass Percentage 63%

Board of Intermediate Education (A.P)

**S.S.C - 1999**

Pass Percentage 60%

Board of Secondary School certificate (A.P)

***Certifications***

**ITIL Foundation V3 Certified (2010).**

Candidate ID: SR6603003

Registration Number: T58SYD53437

**Service-now Admin Certified (2012).**

**Completed Red Hat Linux 2.5 Training.**

**Completed CNA (Certified Novell Administrator) Training.**

***DECLARATION***

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Ajay Kumar Anugu

Date: