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| **Sneha koli** |
| **Email**:snehakoli764@gmail.com **Mobile No. :+91-8855036196/9730313148** |
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| **OBJECTIVE** |

To achieve excellence in working as dynamic professional offering solutions to business using the best available where my analytical ability and analyzing quest are used maximum for growth of the organization and to grow with the organization. Seeking a challenging position in well-established company that offers professional growth and ample opportunity to learn and enrich my competencies in my profession.

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| **SYNOPSIS** |

* **Around 6.4 years** of work experience as a **Remedy Developer** in Telecom domain

For the client **AT&T**

* **Understanding/Exposure** to **Telecom OSS**.(Operation support system)
* **Good acquaintance** in implementation, configuration, customization and administration of **BMC Remedy AR System, Remedy ITSM(Problem / Incident management) and Webservies**
* **Good indulgent** in **ITIL** concepts and the need in Telco.
* Good Knowledge about **Remedy objects** and Development of **workflows**
* **Veteran** in doing excellent documentation of the implementation of PoC.
* **Skilled in Oracle SQL**
* **Good Leadership Qualities**, Communication**,** Analytical, Inter-Personal, Presentation skills, Client interaction and Creative problem solving and troubleshooting skills.
* **Hard Working**, and Sincere.
* **Good decision** making and analytical skills.
* **A team player** and can get along well in corporate culture. Hardworking, goal oriented, Flexible,
* Versatile and maintains target vision, Quick Learner in concepts.
* **ITIL V3 foundation Certified**.

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| **Technical expertise** |

**Database**: Oracle 9i, 10G,11g   
**Languages**: Oracle SQL  
**Operating Systems** : Windows 98/2000/2007, Windows NT 4.0, UNIX –AIX  
**Tools** : BMC Remedy, QC,DDM, Putty, Weblogic 12C

**Domain**: Telecom OSS (Service Assurance)

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| **Work Experience:** |

**Organization : Capita**

**Duration : 18 April 2016 to Till Date**

**Designation : Associate Software Consultant**

**Projects Executed: Capita**

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| **Project – 1** | **ITSM Remedy** |
| Customer | **Capita** |
| Period | **18 April 2016 to Till Date** |
| Role | **Associate Software Consultant** |
| Project Description | In this project we have Used Service Request Definition, Incident Management, Problem Management, Change Request Management, Build & Deployment, Ticket/Incident Management, handling Outages/ Hotline Support Calls. |
| Responsibilities | --Support Major / Multiple incident management  --Manage Incident progress & resolution communications  --Incident progress & reason for outage/root cause if available  --Suggest Improvement action assignment & tracking  --Monitoring the effectiveness of the incident management process and making recommendations for improvement  -- Incident handling.  --License management of Remedy (fetching reports and providing to finance)  -- Customer On-boarding (setting up company, organization, Location, Sites, Support Group,  -- Currently involved in Remedy 9 upgrade  -- Ensuring resolution SLA’s are met and above 95%. |

**Organization : TechMahindra Co. Ltd.**

**Duration : Dec 2011 – 15 April 2016**

**Designation : Sr.Software Engineer**

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| **Projects Executed : At Tech-Mahindra** |

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| **Project – 2** | **SBC VANTIVE** |
| Customer | **AT&T** |
| Period | Dec 2011 – 15 April 2016 |
| Role | **Sr.Remedy Developer** |
| Project Description | In this project we have five applications BONS (broadband outage notification system), CTTS (customer trouble ticketing system), OTTS (operational trouble ticketing system) and SDPM (service desk problem management) and ISTM (Integrated service trouble management) which were integrated with various other ATT network monitoring tools so whenever the fault arises in the network a Trouble ticket was getting created in these application. |
| Releases: | **CTTS/OTTS Retirement** - This is also a migration project where application will move to AOTS\_GOV.  **BONS Enhancement project** – This is enhancement/development project  **ISTM U2L Cloud migration** – This is a migration project where the existing application will be migrated to Cloud.  **AOTS\_GOV U2L Project** – This is also a migration project where application will move to cloud environment  **Remedy-SE Project**- This is also a migration project where application will move to AOTS\_GOV..  **ISTM BPM retirement -** This is also a migration project where application will move to AOTS\_GOV. |
| Responsibilities | * **->Installation** of BMC Remedy 6.3, 7.1, 7.5 and 7.6.04 AR Systems. * -.Customization in Remedy applications **CTTS** (customer trouble ticketing system),  **BONS** (broadband outage notification system), **OTTS** (operational trouble ticketing system) and **SDPM** (service desk problem management) and ISTM (Integrated service trouble management) using remedy objects and workflows. * **->Maintenance** of above four applications * ->Providing support and enhancement to the Remedy AR System . * ->Maintaining server efficiency – managing disc usage, clear error logs and make sure server object are used efficiently to minimize down times * ->Documentation of changes and production of manual for user reference. * ->Giving 24\*7 Support to Remedy Application * ->Handling client call for issues and also giving solution for the same. * ->Ensuring quality in development based on specified standards. * ->Delivering end user training for Remedy application users. * ->Provided support for the application and gather business requirements to   Implement enhancements that meet the business needs. This often results in   * Modification of the out of the box application or creation of add-on functionality. * ->Having good experience in Manual and regression testing * ->Deployed java code in WebLogic console * ->Change the putty password for above application when it got expired * ->Restart the Weblogic(Admin & Managed), ARS server * ->Worked on Verisign certificate for ISTM application to make the application secure and safe * ->Resolving customer issues via phone, email and chat * ->Migrated ISTM Remedy application to (Cloud computing) from Unix to Linux * ->Written Cron job for ARS to start the server automatically * -> CTTS, OTTS, SDPM, Remedy SE application retirement and migrated to AOTS GOV application   ->BONS Enhancement project – This is enhancement/development project  -> Fetching tickets from Mylogin, Vantive and AOTS TM portal and preparing report on the basis of ticket priority  -> Remedy SE Forms set as entry points in the AOTS GOV home page  -> Enabled Audit, Archival functionality in Problem management, known error and solution Db module  -> Created Web service to consume/publish 3rd party services |
| Solution Environment | **Unix, oracle 10g, BMC Remedy , QC, Weblogic 10g & 12g,SOUP UI** |
| **Project – 3** | **Globe Development** |
| Customer | **AT&T** |
| Period | June 2011 – Dec 2011 |
| Role | **Jr. Remedy Developer** |
| Project Description | This project was about proactively monitoring the BT network where fault management system EMC Smarts was integrated with trouble ticketing system BMC Remedy. Here EMC was continuously monitoring the monitoring the network and whenever any fault arises in the network it creates a trouble ticket in BMC remedy. Then the trouble ticket was getting solved by a knock engineer. |
| Responsibilities | * **->Installation** of BMC Remedy 7.5 AR Systems. * ->Installation of EMC Smarts * ->Customized AR application * ->Developed **Remedy application** using workflows and objects. * ->Level 3 support for remedy application. |
| Solution Environment | Unix, oracle 10g, BMC Remedy , QC, DDM, BMC remedy import, BMC remedy developer studio |

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| **Project –4** | **KPN TRANSITION** |
| Customer | **KPN Netherlands** |
| Period | Jul 2010 –June 2011 |
| Role | **Jr. Remedy Developer** |
| Project Description | This project was about to provide end to end solution to KPN network and for monitoring the KPN network proactively, IBM Proviso was integrated with IBM Netcool and IBM Netcool with BMC Remedy. Where IBM Proviso was a fault monitoring system which generates the reports based on the health of the network and it was integrated with IBM Netcool which fault monitoring system it receives data from IBM proviso and based on the severity of the alerts which came from IBM Proviso , the trouble ticket get created in the BMC remedy. Then the trouble ticket will be solved by a knock engineer. |
| Responsibilities | * **Implementation** of Ticket Lifecycle for **BMC Remedy ITSM**. * Configuration of **ITSM** * Designed workflows of Problem Management (**PM**), * Created Deployable applications by using various forms and workflows. * Customization of AR applications using various workflows. |
| Solution Environment | Unix, oracle 10g, BMC Remedy , QC |

* SQL: Tech Mahindra Internal training.
* UNIX basic and fundamental: Tech Mahindra Internal training.
* Telecom Billing (Process Training): Tech Mahindra Technical Training.
* Business Writing, Stress Management, Time Management: Tech Mahindra Internal Training.
* Grammar Lab: Tech Mahindra Behavioral Training.
* Core java, advanced excel Training

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| **ACADEMIC QUALIFICATION** |

* MCA (2013) from Ramakrishna college, Nigdi, Pune university
* BCOM(2009) from Modern college, shivajinagar, Pune university
* HSC(2006) from Maharashtra board
* SSC(2004) from Maharashtra board
* **ITIL V3 foundation Certified**

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| **BEYOND WORK** |

* Mail of Appreciation for Good work, from Manager and Client (AT&T)
* Got Pat on the back award in the year 2013
* Got Associate of the month award in the year 2014

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| **PERSONAL DETAILS** |

Name : Sneha koli

Father’s Name : Sugappa koli

Date of birth : 29/08/1988

Gender : Female

Nationality : Indian

Languages Known : English, Hindi, Marathi and Kannada

Permanent Address

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| **DECLARATION.** |

I hereby declare that the above information furnished is true to the best of my knowledge and belief.

**Sneha koli**