

# Chandra Prakash Shukla

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## EXPERIENCE SUMMARY

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- 3 Years of IT experience as BMC Remedy Developer and Support Analyst.
- Technically Sound Professional in BMC Remedy Tools, UNIX and PL/SQL.
- Currently associated with **Input Zero Technologies Pvt. Ltd.**, Bangalore from past 3 year as BMC Remedy Consultant.
- Configuration and Customization specifications. Experience in Remedy Developer Studio & User Tools, Import Tool, Data Management tool.
- Experience of resolving Customer Issues and working as a Support Analyst.
- Deft Client Handling ability.
- Proficient in End to End development of Functionalities from requirement analysis to requirement feasibility, designing, coding, testing, de-bugging, documentation and Implementation.
- Skillful in providing effective solution to customer queries, improving Customer relationships and ensuring a positive customer experience.
- Excellent Communication and Interpersonal skills with abilities in resolving complex issues.

## SKILLS

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**Primary Skill:** - BMC Remedy ARS 7.x, 8.x and 9.x, ITSM 7.6 and 8.1, SRM, SLM, CMDB, Oracle, PL/SQL.

**Secondary Skill:** - Java, Microsoft .Net, Web Technologies

**Technologies Known:** - BMC Remedy, Core Java

**Operating System:** - Windows 98/ 2000/ XP/ Vista/ HP, Linux/Unix

**Tools Used:** - BMC Developer Studio, User tool, AR Data Import, Data Migrator, PL/SQL developer studio

## PROJECT SUMMARY

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### **Project: Remedy AMS - Vanco UK Limited**

*APR 2016 - Present, PriceWaterHouseCoopers Pvt. Ltd(Contractor).*

**Role:** - Remedy Developer & Support Analyst

**Client:** Global Cloud Xchange

### **Achievements and Responsibilities:**

- Supported the Client's Remedy Application processes, monitoring & maintaining the Application.
- Researched, diagnosed, troubleshooted and identified solutions to resolve customer issues.
- Provided prompt and accurate feedback to customers.
- Ensured proper recording and closure of all issues.
- Documented knowledge in the form of knowledge base tech notes and articles.
- Worked on Operational Business Requirement as well.

**Tool Used:** - BMC ARS 7.6, Developer Studio, User tool, AR Data import, PL/SQL Developer

## **Project: FSO Integration**

*Dec 2015 – Mar 2016*

**Role:** - Remedy Developer

**Client:** Vodacom

### **Achievements and Responsibilities:**

- Analyzed the requirement and prepared Design document.
- Developed Remedy code as per user's requirement.
- Integrated BMC Incident management with Ericsson OneTM system using Webservice.
- Prepared release note and test cases documents for user requirement.
- Unit Testing and bug fixing.
- Deployed the code on different Remedy environment.

**Tool Used:** - BMC ARS 8.1, Developer Studio, User tool

## **Project: Bell TIM Ticket Integration**

*July 2015 – Dec 2015, CGI Info. Systems & Mgmt. Consultant PVT.LTD(Contractor)*

**Role:** - Remedy Developer

**Client:** Bell Canada

### **Achievements and Responsibilities:**

- Understood the custom application functionality.
- Analyzed the user's requirement and developed Remedy code as per user's requirement.
- Integrated TIM Tickets with WFAS and ACUT Web services.
- Prepared release note and test cases documents for user requirement.
- Unit Testing and bug fixing.
- Deployed the code on different Remedy environment.
- Customized the Mid-Tier home of different environment as per user requirement.

**Tool Used:** - BMC ARS 8.1, Developer Studio, User tool, SoapUI, AR Migrator

## **Project: BMC Remedy ITSM Development and Support Training**

*Apr 2015 – Jun 2015 (Internal)*

**Role:** - Trainee

### **Learnings:**

- Basic Architecture of BMC Remedy.
- Learnt and practiced Action Request System workflow through different assignments.
- Understood different modules of ITSM (Incident management, Change management, Problem management etc.).
- Configured different SLM and SRM.
- Remedy Installation.
- SRM with AIF (Advance Interface form).
- Basics of CMDB.
- Web Services.

## EDUCATION

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**2006: Govt. Jubilee Inter College, Gorakhpur (Uttar Pradesh)**

Class 10th | 59%

**2006: Govt. Jubilee Inter College, Gorakhpur (Uttar Pradesh)**

Class 10th | 55.4%

**2013: Uttar Pradesh Technical University, Lucknow (Uttar Pradesh)**

B. Tech in Computer Science & Engg. | 59.3%

**2014: CDAC, Knowledge Park, Bangalore**

PG Diploma in Advance Computing

## PERSONAL INTERESTS AND HOBBIES

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- Listening and Singing songs
- Watching and Playing Cricket .

## PERSONAL DETAILS

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- Name: Chandra Prakash Shukla
- Date of Birth: 13-03-1991
- Language Known: English, Hindi
- Marital Status: Single