**Sonal Desai**

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**Contact** : +91 7406511911

**Remedy Experience**: 8.7 Years

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**IT Experience:**

**Current Company Name:** BMC Software (Joined in July 2016)

**Previous Company Name:** Capgemini (July 2015-July 2016)

Vyomlabs Pvt. Ltd.(Oct 2012- July 2015)

**Primary Skills:**

BMC Remedy AR System, ITSM application Implementation, Development, Customization

BMC Remedy SRM Implementation, Customization

**Summary:**

➢ Experience in Development, Implementing, Customizing and Supporting of BMC Remedy Applications and objects.

➢ Hands on experience in

• ITSM modules (Incident/Change/Problem)

• SRM Implementation

• Notifications, Approvals.

• BMC Atrium CORE (CMDB)

• Data Management Tools (DMT) like Data Wizard and UDM, Atrium Integrator.

• Email Engine Configurations.

• Mid-Tier configurations for Windows OS.

• AR Server Administration (Client/Server logs Analysis)

• SmartIT & MyIT (Configurations)

• Smart Reporting

• Web-services/REST API.

• MCSM Implementation

➢ Worked on requirement analysis and creating requirement documentations.

➢ Knowledge of AR Upgrade.

**Helix 20.02 implementation, Customization and Support.**

**Client :** DSM

**Team Size :** 5

**Roles :**

• Working as a consultant for client requirements on customization requests, and deployment of the changes from Development Server to Testing Production Servers.

• Responsible for REST APIs management and integrations

• SRD creation and Event error management.

• MCSM implementation for Remedy – Jira Integration

• Worked on Remedy – SNOW Integration

• Responsible for CMDB data management.

• Handling incidents and WorkOrders.

**BMC Remedy SRM Implementation & Customization**

**Client :** British Airport Authority

**Team Size :** 4

**Description :** Client is specialized in consulting and technology outsourcing. The BMC Service Desk implemented for their internal users. Implemented SRM as per client’s requirement.

**Roles:**

* Understanding Business Requirement for Service Catalog creation in SRM
* Worked as SRM Business Analyst
* Entitlements, Survey, Navigational category configurations
* Creating various SRD using Advance Interface Form
* Designed custom approval process
* Creating standard SRD, PDT, AOT

**BMC Remedy ITSM 8.1 Support and Customizations**

**Client : Honeywell**

**Team Size :** 8

**Description :** Remedy ITSM was implemented by Client for internal and external users within their Organization. Client was using BMC Remedy ITSM Service Desk to improve the IT services across the different departments. To fulfill the organization needs, BMC Remedy ITSM Service Desk was customized according to the requirements

The aim of the project is to work on Issues/break fixes. Also work on various enhancement requests.

**Role:**

* Supporting modules of ITSM
* Working on enhancement/customization requests
* Bug fixing / Troubleshooting of ARS & ITSM Applications.
* Developed various workflows.
* Working on Email Engine and Notifications issues
* Provided support for day to day issues faced by end user in using Remedy Application

**BMC Remedy ITSM Service Desk 7.6 Implementation and Customization on ROD**

**Client : Capgemini**

**Team Size :** 3

**Description :** The aim of the project is Implementation,Administration,Development and customizations in ITSM,CMDB,SLM,SRM modules to enhance existing functionality.

**Role:**

* Foundation data (Location, Operational / Product Categories and Assignments) gathering for BMC Remedy ITSM architecture
* Validating and Promoting data in BMC Remedy ITSM using Data Management Tool (DMT)
* Service Desk configuration by loading Process set up and Transactional data to ITSM
* Developing customizations as per business requirement
* Creating test cases for testing customizations
* Creating Solution Design,Code Migration Documents for customizations
* Deployment/Migration of Code on server

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**BMC Remedy SRM Implementation**

**Client :** Dell

**Team Size :** 2

**Description :**The Client is migrating from Primus which is non Remedy application to BMC Remedy Service Request Management. Designed optimum solution to make it compatible with SRM 8.1

**Roles:**

* Creating Solution Design documents based on client’s requirement
* SRM Service Catalog creations
* Approval Configurations for Change & Service requests
* SRD migration
* Involved in UAT with testing team & Customer

**Certifications :**\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* ITIL V4 Foundation
* BMC Certified Professional

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**Education:**

* Bachelors of Engineering (E&TC) from Shivaji University

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**Personal Details:**

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