**Curriculum Vitae**

**HARSHITHA M**

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**No:117A, 2nd floor,**

**Kuberanagar**

**3rd street extn,**

**Madipakkam,**

**Chennai-600091**

**+91- 9176956044**

**+91- 7904951046  
 Email: harshitha.m1418@gmail.com**

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| **CAREER OBJECTIVE** |

A challenging position with an expanding and dynamic company where I can implement skills that I have learnt through my education and experience, as well as enhance my knowledge by dedication and hard work.

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| **PERSONAL SKILLS** |

Good verbal and written communication skills, willingness to learn, hardworking, very attentive and active.

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| **EXPERIENCE** |

1. Currently Working at **CGI Information Systems and Management Consultants Pvt Ltd**, as **Associate System Engineer at Chennai. (from July 2016 - Present)**

**Role: Supporting the client (SNC-Lavalin) as Associate System Engineer (Global (India +INTL))  Hardware Asset Management (HAM) with all their applications.**

**Job Profile:** SNC-Lavalin is one of the leading engineering and construction groups in the world. Admin of Asset Management console in BMC-Remedy portal managing complete hardware inventory, handling escalations, supporting the team taking continuous measures to improve inventory/CMDB accuracy.

* Queue management - Monitoring queue and assigning tickets to the team members.
* Working on tasks, Work order’s, and change requests in BMC remedy tool.
* Addition, disposal and modification of assets in CMDB.
* Providing daily task report to the client.
* Providing weekly report and upload in share point.
* Providing monthly report to client for SOX closure every month.
* Comparing Hardware inventory with various live interfaces like Altiris, SCCM and SMI (Server Management Interface) to improve CMDB accuracy.
* Tracking hardware assets throughout their lifecycle.
* Conducting audit every quarter taking 10% of sample and verifying manually with the help of support teams.
* Modify or create CI's using data load.
* Approvals on change requests.
* Working on Ad-hoc mails.
* Received an **award** for best performance in the team.

**Moved to Configuration management team from June 2018**

**Job Profile:** Supporting the client **Taylor Wimpey** whichisthe largest British based housebuilding companies. Hands on experience in one ITSM Remedy tool, managing hardware inventory and to maintain CMDB accuracy.

* Working on Daily checks - Check for the Incident, Work order and change requests tickets and identify if there is any CI affecting tickets and update CMDB accordingly.
* Incident and Change Queue monitoring.
* Working on Dashboards to maintain CMDB accuracy- Product/Models accuracy, Related asset owner’s accuracy, Invalid status accuracy.
* E-procurement checks - Mail the concerned team with Hardware PO number in-order to get the asset information and to update the details in CMDB.
* Audit report - Work on different location of Taylor Wimpey each month and send mail to the onshore to Audit the assets in that particular location. Once the Audit is done update the CMDB accordingly.
* Contract expiry report - Check for the software expiry licenses and send mail to SDM’s and check if the licenses has to be renewed.
* Received an **award** in the current role for best performance in the team.

1. Worked at **Cisco Systems India Pvt Ltd**, under the payroll of **STS Infotech Pvt Ltd** as **Mobility Analyst at Bangalore (from September 2015 to December 2015)**

* Assign the incidents on remedy tool to particular team with particular assignee.
* Work on incidents, and update the current status.
* Ensure the incidents are resolved.
* Issues were handled for cisco employees using remedy tool.
* SIM swap issues
* Porting of SIM from one circle to another circle.
* Ensure to activate 2G or 3G by sending a request to the vendor (Airtel or Vodafone)
* conversion from personal owned SIM to company owned SIM and vice versa.
* New SIM request.
* Escalate the issues to the concerned team or person.

3. Worked at **Atos India Pvt Ltd**, under the payroll of **Magna Infotech** as **IT Asset Analyst at Bangalore. (from June 2015 to September 2015)**

* Escalation management.
* Addition, removal, and movement of assets using Remedy tool.
* On board and out board process.
* Refreshment of assets.
* Disposal of assets.
* Asset reviews  Laptop and Desktop approvals.
* Manage stock report.
* Generate weekly and monthly stock report.

4. Worked at **Flipkart** under the payroll **of Acropetal technologies** as **IT coordinator at Bangalore (from September 2013 to December 2014)**

* Configuring mobile devices through particular application.
* Map the devices in ERP.
* Enroll the devices into MDM.
* Check if the devices have been enrolled in maas360.
* Troubleshoot the issues.
* Resolve the issues using remedy tool, whenever the ticket is raised.
* Assign the incidents on remedy tool to particular team with particular assignee.
* Work on incidents, and update the current status.
* Escalate the issues as per requirement.
* Ensure the incidents are resolved.

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| **EDUCATIONAL QUALIFICATION** |

* B.E - ECE in Bangalore college of engineering and technology in the year 2013
* PUC - PCME in Jyoti Nivas Pre University College in the year 2008
* SSLC - St.Anne's Girls High School in the year 2006
* CCNA - Crash course in Rooman Technologies in the year 2013

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| **STRENGTHS** |

* Have ability to think for myself and make choices initiatively.
* Good communication skill, hardworking and Fast Grasping knowledge.
* Positive attitude.
* Being punctual.
* Have ability to complete the assigned work within the timeline provided.
* Received awards in the current organization continuously for 2 years for best performance.

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| **PERSONAL DETAILS** |

Name : HARSHITHA M

Date of Birth : 14.09.1990

Nationality : INDIAN

Gender : Female

Marital Status : Married

Languages Known : English, Kannada, Tamil, Hindi and Telugu.

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| **DECLARATION** |

The above furnished information is confirmed to best of my knowledge.

**Date: 07/05/2019**

**Place: Chennai** Yours Faithfully

**HARSHITHA M**