Trainer Profile – Sreenivasulu

Profile

- Having 8 years of experience in IT industry, worked dedicatedly on strong customer facing Roles. Main area of Functional and Technical experience has been developed in IBM Tivoli Maximo, ServiceNOW and Java products
- Currently working as Team Lead, Lead Developer and SME for IBM India Pvt.Ltd
- Having 1-year On-Site Experience in Italy as Onsite Coordinator
- Had been to many Internal & External Training's and given Customer/ End User training's on ITIL base d tools are Service NOW and Maximo.
- Good Experience on ServiceNow Eureka and Fuji versions
- Extensively worked on Maximo 6.2 & 7x in TSRM, TSRM- Service Catalog, CCMDB and TAMIT versions
- Experience on Smart Cloud Control Desk (SCCD) 7.5 v
- Acquired good experience on end to end Support, Implementation and Development projects of Maximo and ServiceNOW
- Good knowledge on Jython and Java Scripting
- Worked on many Java automation requirements
- Excellent knowledge on SDLC using ServiceNOW Agile methodology
- Good experience as Data Analyst using SNOW Performance Analytics
- Good knowledge on designing Workflows to automate the Business Process using Both ServiceNOW and Maximo
- Excellent knowledge on designing Applications using ServiceNOW and Maximo Application Designer
- Good Knowledge on Service NOW and Maximo Reporting using KPIs and BIRT tools
- Good experience on Action, Roles, Notifications, In&Out Bound Email Configuration, SLAs, User, Roles, Groups, Forms/Items/Offerings, Catalogs Creation using ServiceNOW and Maximo.
- Excellent experience on ACLs and Roles
- Having good experience on Integration with 3rd Party tools like; LAD, Web Services, Omnibus, SSO and Discovery
- Good experience on Content Loader
- Excellent knowledge in Maximo Domains, CronTasks, Escalations, database, eMail Listener Configuration and Maximo Business Object(MBO) customization
- Good knowledge on Domain Separation, Import Sets, Update Sets, Choice List, UI Policies, Business Rules, Client Scripts, Catalog Client Scripts, Scripts Includes, ACLs and Tables creation in ServiceNow

Educational Qualifications

- Bachelor of Technology – B.Tech (Electronic and Communication Engineering) in May 2008 from JNTU University.

Training

Training On	Conducted For	Mode of Training
Service NOW Fuji	GSS Infotech, Hyd	Class Room
ServiceNOW Fuji	Anthem, US	Online
Service NOW Eureka	Infosys, Chennai	Class Room
Service NOW Fuji and Eureka	IBM GBS	Class Room and Online
Maximo	IBM GBS & GTS	Class Room and Online
Maximo	I3 Software , Bharathi Airtel and Silicon Consultancy	Class Room and Online

Professional Experience

- Working as a Team Lead, Lead Developer and SME with IBM India Pvt.Ltd, since August 2012.
- Worked for Tata Consultancy Services Pvt.Ltd., Hyderabad from 2008 to August 2012.

Trainings Proficiency

Service NOW Products	Dublin, Eureka and Fuji versions
Tivoli Products:	Maximo 6.2, Maximo 7.x, TSRM, TSRM –Service Catalog, TAMIT and CCMDB
Application Servers:	WebSphere 6.2, J2EE
Databases:	DB2 V 9.5 SQL Server 2000/2005 and Oracle
Primary Skills	Maximo 6.2 & 7x v, ServiceNOW and Java
Secondary Skills	C, C++, Jython Scripting and Java Scripting
Operating system:	Window Xp, 2003 , Windows 7 and Unix
Project Acquired skills:	Technical and Functional aspects of Service NOW, Maximo 6.2 and 7x versions and Java Automation Projects

Certifications

- IBM Tivoli Process Automation Engine V7.1
- IBM Tivoli Service Request Manager V7.2 Implementation
- IBM Experienced IT Specialist
- ITIL V3 Foundation
- Foundation of Cloud Burst Program
- ServiceNOW Admin

Projects

Project-1:

Project Name:	Anthem SNOW-Service Catalog
Client:	Anthem
Team Size:	8
Role & Responsibilities	- Working as Team lead and Lead Developer for Service Catalog - Gathering the requirements from Customer and Customer on boarding - Did migration activities from Maximo to ServiceNOW - Performing TSRM to ServiceNow Transition for Incident, Problem and Change - Did Domain Separation, Import Sets and Update Sets - Created Custom Applications, Workflows, UI Policies UI Actions and Tables - Did Data analytics using Dashboards, Indicators, KPIs and Breakdowns - Written BRs, Client scripts and Catalog client Scripts - Created the User Manuals and took best practice sessions on ServiceNOW to customer and IBMers. - Performed Integration with LDAD and Web Services - Created many Catalog forms and respective workflows - Created Users, Groups, Roles, Notifications, Choice Lists, Inbound Email configuration and SLAs - Creation of ACLs, Reports and Scheduled Reports - Used the SNOW Agile frame work for End to End Software Development Life Cycle (SDLC)
Solution Environment:	Java/J2EE and My SQL
Project Description:	Development and Migration of ServiceNOW-Service Catalog

Project-2:

Project Name	Rogar – Service Desk
Client:	Rogar
Team Size:	4
Role & Responsibilities	- Worked as a Service NOW developer - Configured Service Request, Incident , Problem and Change management as per customer requirements - Created User, Groups and Roles

	- Configured many emails templates notifications and Event management - Created Import and Update Sets - Did many data loads using Import Sets - Created Custom Applications, Workflows, UI Policies UI Actions and Tables - Written BRs, Client scripts and Catalog client Scripts - Generated Kps and Reports using Performance Analytics - Performed Integration with LDAD and Web Services - Worked on ACLs - Created many Catalog forms and respective workflows
Solution Environment:	Java/J2EE, ITIL v3 and Web2.0
Project Description:	Development and Supporting of Rogar Service Desk

Project-3:

Project Name:	WellPoint Service Catalog
Client:	WellPoint
Team Size:	6
Role & Responsibiliti	- Working as Team lead and Lead Developer for Service Catalog - Developed more than 50 custom Service Catalog Offerings - Modified many existing Offerings - Created Maximo Business Objects (MBOs) - Modified the existing Objects and attributes using Data Base Configuration - Using the Application Designer updated many applications (SR, WO, ITEM, PMSCOFFERING, ASSET and etc.) - Custom actions creation - Conditional Domains creation - Created many conditions using the Conditional Expression Manager - Created new Workflows for approval process of offerings - Job Plans and Tasks Creation - Classifications Creation - Performed Library, LookUp, SR, WO, Offerings and etc, XML changes

	• Wrote many Jython scripts for field validation, pop up messages, error messages, custom actions, Jobplan, Task assignments, auto Owner Group assignments, and Cart validation purpose • Ticket Templates Creation • Data Restriction of Object and Attributes using the Security Group application • Signature Options Creation • Configured the Conditional Properties using the Application Designer • Offering to Item Matrix implementation • Catalog Creation
Solution Environment:	TSRM-Service Catalog 7.2, WebSphere 6.1, DB2, TAMIT 7.2 CCMDB 7.2 and OS AIX 6.1
Project Description:	Development of TSRM -Service Catalog

Project-4:

Project Name:	DOW – Consumption
Client:	IBM Internal Organizations and 3rd Party Vendors (i.e. AT&T, Compuvision, etc.)
Team Size:	4
Role & Responsibilities	• Automated many reports using the Java programs • Updated and added database tables • Providing support to the consumption web application • Did many enhancements to the existing Java projects as per the customer requirements • Collection of the raw consumption data and generating weekly and Monthly reports • Documented each process of new project with clear executable steps • Prepared many Test Procedure documents • Conducted training sessions
Solution Environment:	Java/J2EE and DB2
Project Description:	Development and Supporting of DOW-Coumption

Project-5:

Project Name:	IBM Control Desk
Client:	ISM Dispatch
Team Size:	10
Role & Responsibilities	• Worked as a Lead Developer for SNOW Ticket Life Cycle management implemention • Gathering the requirements from Customer/IBM and Customer on boarding • Did migration activities from Maximo to ServiceNOW • Performing TSRM to ServiceNow Transition for Incident, Problem and Change • Did Domain Separation, Import Sets and Update Sets • Created Custom Applications, Workflows, UI Policies UI Actions and Tables • Written BRs, Client scripts and Catalog client Scripts • Created the User Manuals and took best practice sessions on ServiceNOW to End users • Created many Catalog forms and respective workflows • Created Users, Groups, Roles, Notifications, Choice Lists, Inbound Email configuration and SLAs
Solution Environment:	Service NOW Dublin
Project Description:	ISM Dispatch for internal tickets tracking

Project-6:

Project Name:	TSRM – SC Support
Client:	NBFG (National Banking Financial Group)
Team Size:	2
Role & Responsibilities	• TSRM Service Catalog configuration specialist Level 1/2 support • TSRM Service Catalog Designer/System Engineer Level 3 support • Install scheduled changes to service catalog environment • Working and resolving service requests related to end user issues and use of the service catalog • Assist with service catalog restore in order to restore service after a major or minor outage

	• Modify existing services like Maximo screens using Application Designer, Escalation, Security Groups, workflows and Domains based on requirements • Perform operational testing in DEV environment • Perform operational and functional testing in UAT • Having excellent knowledge on all Service Catalog related modules
Solution Environment:	Maximo TPAE V7.1, TSRM V 7.2, DB2 V 9.5 and WebSphere V 7.1.1
Project Description:	Support for TSRM Service Catalog

Project-7:

Project Name:	Maximo Support & Implementation
Client:	Ericsson, Italy
Team Size:	6
Role & Responsibilities	• Involved in developing workflow, administration work like org, sets, GL components, and Currency Codes creation • Created Lifecycle Sate Update(LSU) tool to update Actual CIs state with Authorised Cis • Installing and configuring DB2 Database V 9.5, Websphere Application Server V 6.2, TPAE V 7.1 and TSRM V 7.2 • Editing Maximo screens using Application Designer • Workflow administration, Escalation, Security Group settings • SLA and Escalation Configuration • Custom MBOs creation and Database configuration • Performed MBO customization for LSU tool • Configuration of Attached documents • Data importing & Exporting using integration framework • Communication templates, sets and calendars using specific modules in MAXIMO • Domains , Roles and Actions creation • Prepared User, Admin training manuals • Providing L2 support on maximo environment for client based queries.

Solution Environment:	Maximo TPAE V7.1, TSRM V 7.2, TAMIT 7.2.2, CCMDB 7.2.1, TADDM 7.2, DB2 V 9.5, WebSphere V 6.2.
Project Description:	Implementation of TSRM and Enterprise Asset Management.

Project-8:

Project Name:	Maximo Support & Implementation
Client:	TCS Internal
Team Size:	4
Role & Responsibilities	• Installing and Configuring Websphere 6.1, DB2 9.5, TPAE 7.1, TSRM 7.2.1 • Requirement Gathering from client to implement TSRM as per the business needs • Preparation of Solution Design document • Implementation of several Workflows to automate the process. • Modification in the Applications with the help of Application Designer, Database Configuration. • SLA Configurations and defining Escalation policies • Attached document configuration • Configuration of EMAIL Listener • Implementation of Service Desk • TSRM Integration with Active Directory • Documentation of entire TSRM configuration
Solution Environment:	Maximo TPAE V6.,TSRM V 6.2,DB2 , Web Sphere V 6.1.,
Project Description:	Implementation of TSRM and TAMIT for Ultimatx services