

Vidhya Bharathi Kotteeswaran

Senior Analyst - Cloud migration & implementation

Highly-skilled and motivated Senior Analyst with 6 years of experience and a proven knowledge of ITSM, HRSD, end user support and configuration management. Aiming to leverage my skills to successfully fill the my role at your company.



Experience

May 2023 -
Nov 2023

Cloud Migration & Implementation Sr Analyst

Accenture, Chennai, Tamil Nadu

BHP NGO

- Worked with 2 teams BHP automation and BHP hosting
- Worked on development stories with Agile model in ITSM.
- Worked on critical stories in agile environments.
- Modified existing service catalog, catalog items with no bugs and deployed them in production environment successfully.
- Created new service catalog, catalog items and deployed them in production environment successfully.
- Modified existing workflows and flow designer.
- Upgraded service now version from Tokyo to Utah.
- Prepared documentation for all the modules and shared in knowledge repository.

Dec 2017 -
April 2023

Sr Infra Developer

Cognizant Technology Solutions, Chennai, TamilNadu

Nike Inc - American Athletic Footwear

- Worked on Human Resource Service Delivery (HRSD)
- Configured COE's of HRSD
- Configured Inbound email rules, Inbound email actions, Email notifications, HR criteria, User Criteria, HR templates, HR service configuration, Knowledge article, HR matching rules.
- Worked on Employee Relations (ER) module in HRSD
- Configured ER related Inbound email rules, Inbound email actions, Email notifications, ER criteria, User Criteria, ER templates, ER service configuration, Knowledge article, ER matching rules.
- Worked on Service Portal enhancements and integrations.
- Solitarily handled overall ER module and ER customer communication on the modifications.
- Had been part of candidate recruitment & evaluated to find the right talents.

Acelity(Biopharmaceutical based)

- Complete Upgrade Activity from Clone to go-live.
- Worked on ITOM(Event Management)
- Configured ebonding integration for priorities of incident.
- Worked on Service Request management.
- Worked on Service Portal enhancements.

Amgen(Biopharmaceutical based)

- Implemented the IT Service Management Applications(IM,PM,CM and KM), CMDB with discovery, Asset Management and Service Catalog development.
- Requirements gathered to implement the plans for new enhancement.
- Data monitoring in LDAP, SSO and data load of users, groups



Personal Info

Phone

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Email

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LinkedIn

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Programming Languages

Javascript

Java

- and group members.
- Configured and maintained SLA's
- Worked on Data Migration with import sets.
- Configured incident prioritization, categorization, form views, reports and homepages.
- Configured known errors and root cause analysis of problem.
- Creating and deploying Change in Servicenow and also using tools like ALM and EDM.
- Made discovery setup by configuring mid-servers.
- Worked on service account password reset activity.
- Worked on service request management.
- Hands-on development on Business rules, Script Includes, Javascript, Client script, UI policies, Transform Maps, Service Catalog, Access controls, Email notification, Request fulfillment workflows.



Education

2012 - 2016 **Bachelor of Technology in Information Technology**
Vel Tech Multi Tech Dr.RR Dr.SR Engineering College (Anna University), Avadi.



Courses and Certification

2018	Certified System Administrator in Service now
2018	Certified ITIL V3 Foundation in Service now
2018	Micro-Certifications in Service now