CHITLURI LASYA SARADA

BMC Remedy Developer and Administrator

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PROFESSIONAL OVERVIEW

Accomplished as a BMC Remedy Developer and Administrator with over 3 years of experience at Tata Consultancy Services, Hyderabad. Demonstrates expertise in Administration, configuring and optimizing ITSM applications, including Incident Management, Change Management, Problem Management, Release Management and Work Order Management. Adept at developing and modifying approval mappings and workflows to align with business requirements, and setting up SLAs to ensure compliance with service standards. Proficient in data management and synchronization, utilizing tools such as Data Management Tools (DMT) and Data Import tools to streamline data processes and improve efficiency. Skilled in customizing Remedy workflows, forms, and PWA views, significantly enhancing system functionality and user experience.

Key achievements include being awarded "Star of the Month" for exceptional dashboard development and receiving the "On the Spot Award" for outstanding performance and dedication. Known for strong analytical skills, commitment to continuous improvement, and the ability to deliver impactful IT solutions.

Currently seeking a Helix Developer position at a leading technology firm to leverage my extensive skills in ITSM configuration and development, and to contribute to the delivery of innovative and effective IT service management solutions.

WORK EXPERIENCE

TATA CONSULTANCY SERVICES | Hyderabad, BMC Remedy Developer   **August 2021 – Present**

- ITSM Applications Configuration: Implemented and optimized configurations for ITSM applications, including Incident Management, Change Management, Problem Management, Release Management and Work Order Management.
- BMC Helix ITSM Administration: Configuration and customization of BMC Helix ITSM modules (Incident Management, Change Management, Problem Management, etc.) and Implementation of service desk workflows and automation processes. Also have strong expertise in User access management, role-based security configuration, and permissions.
- Troubleshooting: Troubleshooting and resolving issues related to platform performance, workflows, and user access which includes handling and fixing the issues in Production BMC Helix ITSM 21.x
- Approval Mappings and Workflows: Developed and modified approval mappings and workflows for Change Management and Service Requests to meet specific business requirements.
- Service Level Agreements (SLAs): Set up SLAs for Incident and Task Management, ensuring compliance with established service standards.
- Data Synchronization: Established and maintained Reconciliation Jobs and Normalization Rules, achieving accurate and timely data synchronization across systems.
- Mailbox Management: Configured Incoming and Outgoing Mailboxes for service notifications.
- Data Management: Utilized Data Management Tools (DMT) and Data Import tools for efficient data loading reducing manual efforts and time by ~60%.
- Remedy Workflow Customizations: Customized Remedy workflow objects such as Filters, Active Links, Escalations, Menus, and Guides to enhance system functionality and user experience.
- BMC Forms Development: Created and updated BMC forms to align with client needs, enhancing user satisfaction and process efficiency.
- Digital Workplace Workflows: Proposed and Designed workflows that decreased manual intervention thereby reducing the efforts required from client.
- Helix Dashboards: Queried and scheduled dashboards using SQL (PostgreSQL), delivering real-time insights and which led to an improvement in Decision Making Efficiency which reduced manual efforts from 100% to 10%.

- Reporting: Use of BMC Helix Dashboards and Analytics to monitor system performance, ticket resolution metrics, and trends. Also created custom reports for management and operational teams. And Continuous monitoring and reporting on SLA compliance and KPIs.
- PWA Views Customization: Customized PWA (Progressive Web App) views for Incident Management, Change Management, Release Management and Work Order Management in Helix SmartIT, improving interface usability and workflow efficiency.
- Spoon Jobs Customization: Developed and tailored Spoon Jobs to ensure 100% sync of AD Data to Helix.
- CMDB Management: Administered and maintained the BMC Remedy CMDB, ensuring accurate and up-to-date configuration information for IT assets and services.
- Data Integration: Utilized BMC Atrium Integrator to integrate CMDB with other ITSM modules and external systems, ensuring data consistency and accuracy.

CERTIFICATIONS

- Introduction to Service Management with ITIL 4 (Udemy Learning)

KEY ACHEIVEMENTS

- Star of the Month
  Awarded "Star of the Month" for designing and developing queries and dashboards, which significantly enhanced decision-making efficiency.
- On the Spot Award
  Awarded for exceptional performance and dedication, demonstrating a strong commitment to the company's goals, Outstanding contributions and ability to inspire and motivate others have been recognized as a valuable asset to the organization.
- Wings 1 DCA

SKILLS

- Framework: ITIL
- ITSM Configuration: BMC Remedy ITSM, Incident Management, Change Management, Problem Management, Work Order Management, Release Management, Helix SmartIT
- Configuration Management: Configuration Items (CIs) Management, CI Lifecycle Management, CMDB KPI
- Development: Remedy Workflow Objects (Filters, Active Links, Escalations), BMC Remedy Forms, Digital Workplace Workflows
- Data Management: SQL (PostgreSQL), Data Management Tools (DMT), Data Import, Reconciliation Jobs, Normalization Rules
- Reporting: Helix Dashboards, Smart Reporting
- Customization: PWA Views, Spoon Jobs, Helix SmartIT, Helix Digital Workplace (DWP)
- BMC Remedy Tools: BMC Remedy Developer Studio, AR Import Tool, Spoon Tool, BMC Truesight Orchestration (TSO)
- Soft Skills: Time Management, Teamwork
- Programming: Python

EDUCATION

- Prasad V Potluri Siddhartha Institute of Technology, Vijayawada | B. Tech (IT) | 90.5%   2017-21
- Sri Chaitanya Jr. College, Vijayawada | Intermediate | 96.9%   2015-17
- NRI's Indian Springs, Vijayawada | SSC | 88.3%   2014-15