**Deepak Kaul**

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|  | Experience Summary  ITIL and a Six Sigma certified professional specializing in Enterprise ITSM Process Management-Asset & Configuration Management, Change /Problem Management.  Excel in liaising between business and technical areas to achieve on-time, on-budget and on-spec project completions. Able to merge customer and user needs with business requirements, budgetary restrictions and logistical considerations to meet project deliverables.  Having an overall of 10+ years of experience in managing IT infrastructure assets & as well in the Infrastructure systems management space.  Have handled multiple projects across the APAC, NA and EMEA regions wherein I have participated from project initiation to implementation stages.  My foundation for my work is based on the following principles, which I always carry with me:   * Transparency * Lead Teams to achieve goals * Mutual trust and Respect * Create a great place to work * Building Relationships and Networks   Significant Strength   * Able to work with others in a highly collaborative way: listens, values other's perspectives, continuously seeks feedback. * A proactive, approachable individual able to command respect from senior leaders, peers, and subordinates. * Ability to develop and nurture relationships with business leaders. * Ability to think logically and use analytical skills & succeed in diverse technical & business streams. * Good Communication skills, to be able to convey my intentions and ideas to all of the team members and organization in a precise and clear manner. * Easily adaptable and highly motivated with a keen understanding of the latest technologies, and an inherent passion for learning * Well acquainted with Software Development Life Cycle Phases involved in a project and various standard ITIL processes that are integrated with Configuration Management * Knowledge of CMMi and ITIL methodologies. * Knowledge of Networking Technologies/Protocols-OSI layer, SNMP, TCP/IP, Routing fundamentals   **Education**  Bachelor of Engineering (Computer Engineering. & IT) Year 2003  MJP Rohilkhand University, Bareilly, UP  **Professional Certifications and Trainings**  ITILv3 Foundation certified, 2008  PROZAM SAM Professional Certification  Oracle9i IZ0-007 – SQL Exam (Oracle University, Bangalore)  Six Sigma Yellow Belt  CA Unicenter Service Desk 6.0 Certification  Planning for COBIT/PMP  Attended Workshop on Managing Conflicts at Work  **Technology Summary**  **Summary of Skills & Projects**   |  |  | | --- | --- | | Operating Systems | Windows Server 2000, Windows Server 2003,UNIX | | Reporting | MS Access/ Crystal Reports 8.0 | | Quality and ITIL Process | Service Transition Process(Service Asset & Configuration Management),Change Management, Problem Management  Knowledge on ITIL Process Lifecycle/Models(V3) | | Knowledge of Process Measurement and Improvement Techniques, RCA techniques | | Knowledge of BS7799 And BS150000 processes | | Languages | C,HTML/HTMPL, knowledge of SQL | | Database | SQL Server 2000,Oracle8i | | Systems Management | ServiceNow ,BMC Remedy 7.x, CMDB Data Federation, Unicenter Service Desk.6.0/11.1/2, Unicenter Service Management R11.1,CA Workflow Process Automation Tool, CA Unicenter Dashboard), HP CMDB, CA (Unicenter Asset Management/Asset Portfolio Management),Knowledge of Monitoring tool alerts | |

Relevant Experience

**Target Corporation**

Target Corporation is an American retailing company, founded in 1902 and headquartered in Minneapolis, Minnesota. It is the second-largest discount retailer in the United States, Walmart being the largest.[6][7] The company is ranked 36th on the Fortune 500 as of 2013 and is a component of the Standard & Poor's 500 index. Its bullseye trademark is licensed to Wesfarmers, owners of the separate Target Australia chain, which is unrelated to Target Corporation.

Duration: July 2014 to till date

Customer: Internal

Designation/Role: Technical Architect CMDB & Asset Management

Responsibilities

CMDB Design & Enhancements

IT Asset Tracking-HPAM data integrations

Lead for defining the process around IT Asset lifecycle

Vendor Tool Evaluations for ITSM space

Defining Process Metrics and working along with BPE on the same

**Applied Materials**

Applied Materials, Inc. is the global leader in providing innovative equipment, services and software to enable the manufacture of advanced semiconductor, flat panel display and solar photovoltaic products.

Duration: March 2102 to June 2014

Customer: Internal

Designation/Role: CMDB & Asset Manager (GIS Team)/Group-Data Center Services

Project Management and Delivery experience

Responsibilities:

Project: IT Asset Management for AMAT (HAM & SAM)

* CMDB & Asset Manager for Global AMAT and managing/Leading team of asset management analysts/librarians to ensure proactive addressing of issues and introduce standard process / best practices to reduce technical escalations and manage the CMDB effectively.
* Working closely with Project Managers, stakeholders, and suppliers. Reporting to Group Service Delivery Head.
* Involved in Knowledge base creation and service catalogue initiatives with Problem Management teams to ensure the process gaps area addressed.
* Defining the ITSM standards/scope for CM and SPOC for any change initiatives .Involved in SOX audits for the same.
* Involvement in Global Change Management Initiatives: Change Policies, Data Quality & KPI reports, ITSM Training & Remedy development and involvement in Service improvement programs.
* Contribute in process improvement suggestions, checklist and best practices in this area.
* Involved in Integration with Monitoring systems to generate alerts on active systems or systems rebuild/repurposed. Hence actively involved with HP OV/NNM/SCOM team to reconcile reports on CIs with the CMDB.
* Ensure on time report delivery and meet the expected level of report quality as defined by customer.
* CMDB Manager for Global AMAT Clients and managing team of asset management analysts to ensure proactive addressing of issues and introduce standard process / best practices to reduce technical escalations.
* Involved in various phases of Configuration management, Audit Status Accounting, Tracking & Control. Ensuring automation of process to provide CMDB data reports and involvement in reviews with stakeholders
* Responsible for CSR Survey results and Data Accuracy feedbacks
* Migration to SaaS based platform (ServiceNow) for CMDB successfully.
* HP CMDB discovery and integration/mapping with Servicenow CMDB.
* Designing Model for Business Services working with business leads and domain managers for creating a map and capturing required details.
* Hardware Inventory Audits and Reconciliation with CMDB Data with Data Center Teams Globally.
* Work with Monitoring Teams (HP OV/SCOM/NNM) to ensure active monitored devices in CMDB and being tracked for any status changes.
* Achieved high rate of Data quality and involved proactively with team/staff to ensure better data quality.

Achievements:

1. As a CMDB Manager, played multiple roles ranging from overseeing daily operations, escalations, coordinate with Business and teams during outages. Implemented various projects in India/Asia and is the point of contact for vendors for network projects as well.
2. Applied Materials Application Categorization
3. Process streamlining for movements and transfer and decommission reports
4. Training and awareness among stakeholders
5. My present role has given me a tremendous opportunity to interact with cross functional teams ranging from finance, operations, and procurement and business units. It has also given me an opportunity to mentor people across countries.
6. Successfully executed the SERVICENOW Migration from Remedy platform and also reconciling the data /assets
7. Tight Integration with Monitoring Teams to ensure alerts generated for the CIs and tracked.
8. Rolling out decommission process and stabilizing the receiving process for the new HW

**Capgemini Consulting India Pvt. Ltd., Mumbai-400607**

Duration: May 2009 till March 2012

Customer: External-Medical/Pharma-US based

Designation/Role: Service Asset & Configuration Lead Consultant/(Service Transition Team)/Group-SMG

Project: Service Asset & Configuration Management Process Implementation for Global Clients

Responsibilities:

* Worked closely with Project Managers, stakeholders, and suppliers.
* Involvement in Global Change Management Initiatives: Change Policies, Data Quality & KPI reports, ITSM Training & Remedy development.
* Knowledge of ITIL processes and involvement in Service improvement programs.
* Monitoring and ensuring data flow around process and tool.
* Contribute in process improvement suggestions, checklist and best practices in this area.
* Ensure the defined Configuration Management KPI's are met as per the set guidelines
* Ensure on time report delivery and meet the expected level of report quality as defined by customer.
* Ensure Zero escalations. Be the single point of contact for handling escalations.
* Proactive addressing of issues and introduce standard process / best practices to reduce technical escalations.
* Ensure all deliverables are well documented.
* SPOC for Configuration and Asset Management team on Configuration Management Database accuracy
* Reports based on the reconciliation from discovery tools & audits of the Configuration items data in the CMDB.
* Reporting to Service Delivery Manager
* Involved in various phases of Configuration management, Status Accounting, Tracking & Control.
* Compile and document all software entitlements and develop & produce a full reconciliation report.
* Develop reports and /or maintain stats to enable calculation of metrics and data analysis and tracking.
* Good command over Functional tool Remedy & EARS, Reporting techniques & Analysis, Auditing and compliance check.

Achievements:

1. As a CMDB Manager, played multiple roles ranging from overseeing daily operations, escalations, coordinate with Business and teams during outages. Implemented various projects in India/Asia and is the point of contact for vendors for network projects as well.
2. Applied Materials Application Categorization
3. Process streamlining for movements and transfer and decommission reports
4. Training and awareness among stakeholders

**Wipro InfoTech Limited, Bangalore-560027**

Duration: October 2007 till April 2009

Customer: External-Financial

Designation/Role: Sr. Systems Integration Engineer (EMS)

Responsibilities:

Project 1: Dashboard implementation (Asset/Change/Incident) and Unicenter Service Desk Post Implementation Support

* Custom business process views for consolidated data about assets (Configuration management Database), requests/change and incident modules (ITIL Framework).
* Dashboards for Software asset data on client network and monitoring the licenses installed using agents monitoring.
* Remote tracking and installation of the system software data including version checking, patching etc.
* Web based reports on client network, for real time data. Like critical software data and versions installed on newly commissioned systems.
* Involved in the post implementation activities like performance management of service desk and production server database maintenance activities

Project 2: CMDB Maps Design (Software and Hardware) and Unicenter Service Desk R11.2 (Suzlon IT service desk)

Implementation, Support

* Development of CMDB maps for assets including software instances and licenses data per systems in the client network.
* Report development on the software assets data and server data based on data from the service desk integration with CA CMDB.
* Custom development for Asset/Incident/Change Management modules, survey templates creation and other miscellaneous database maintenance activities.
* Documentation review and control.
* Maintaining the Knowledge Management Database (KMDB) for CA technical product related documentation.
* Ensuring that project goes on plan and technical documentation as per ISO process.
* Weekly client meetings (MOM’s)
* Data backup and restoration
* Development of custom SLA’s, change management with appropriate workflow approval process
* Mentoring the team for creation of lab environment for testing new releases or features.
* Active participation in various cross product technical sessions

**AXA Technology Services India Pvt. Ltd., Bangalore-560068**

Duration: October 2006 till October 2007

Customer: Internal-Financial

Designation/Role: Software Engineer, Enterprise Systems Group

Projects Summary

Project 1: VCR Implementation with USM

AXA Group is a global leader in financial services and AXA Tech India is supporting the Clients of AXA for enterprise systems management solutions

Project Description

A system for collecting data from different countries is designed and automation for extraction of data on monthly basis through CSV files of each country and processing them in USM for reporting country specific data and line of business services to be mapped in USM organizational structure with corresponding business units and user access levels. Comprehensive calculation on data of MIPS needed to be performed and aggregation should be performed, business specific budgeting and with a provision of adjustment in USM is implemented.

Responsibilities:

* Installation and configuring USM on distributed environment
* Administration/ Support Unicenter Service Desk (Single Point of Contact): Ongoing
* Mapping business lines of services with USM
* Creation of aggregation profiles based on country data and budgeting accounts
* Setting up access levels for each user
* Raw data is uploaded using DTS scripts
* Team Member for Unicenter Service Desk Monitoring jobs , processing reports On MS Access
* Database Server Health Checkup
* Incident Resolution

Achievements:

* Achieved high rate of the SLA compliance on the request system-98.9% compliance
* Appreciation by management team

**Rolta India Ltd., Mumbai-400 093**

Duration: OCT 2004 till SEP 2006

Customer: External-Infrastructure Support Clients

Designation/Role: Executive Consultant (eSolutions SBG-ESM

ROLTA India Limited is one of the fastest growing IT companies in India. As an ISO 9001,BS7799/15000 and SEI-CMM Level 5 certified company, working in the field of CAD/CAM for last 10 years, it has now diversified its operation and provides value added Internet services and eServices to its customers.

Responsibilities:

* Worked on Automation & Manual Test Design, analysis & execution for Computer Associates (CA), Indiana Supreme Court (USA) and Department of Defense, Smart Card Based Systems, New Delhi, India
* Undergone Corporate Training on BS7799, BS15000 implementation
* CMMi Task force member-tracking CMMi implementation activities.
* Responsible for implementing Configuration Management process.
* Extensive experience on interaction with Clients both Offshore & Onsite as part of Enterprise Systems Management Group.
* Worked on Project Management & Version Controlling tools–Microsoft Office Project Server 2003,Visual Source Safe

Projects Summary

Project #1Implementation of Unicenter ServicePlus Service Desk 6.0/ITIL Model

Project Description: Project involved implementation of Service Desk at the call center and advance customization of the product as per requirements and ITIL specifications. Project also involved Database Migration from SQL to Ingres

Responsibilities:

* Installed and configured Service Desk server and Service Desk clients on the required systems, working
* on Windows 2000 Server
* Knowledge document creation for end users.
* Trend reports designed from Unicenter dashboard integrated with service desk.
* Scoreboard customization for end users.
* Integration of LDAP and Unicenter Asset Management with Unicenter Service Desk. For retrieving current customer information and asset details
* Customization and modifications of forms was done to give ease of use to users using the GUI tool-Screen Painter

Project #2 Implementation of Unicenter ServicePlus Service Desk 6.0

Project Description: Project involved implementation of Service Desk at the CA offshore Testing department and configuration of request management module of the product as per the requirements

Responsibilities:

* Designed, Configured and implemented the following CA-Unicenter product at Rolta India testing department.
* Unicenter ServicePlus Service Desk 6.0
* Advance customization was done using HTMPL & java script coding for changes in GUI interface and Business logic as per requirement.
* Surveys creation for Feedback from client (CA, Indiana counties).

Project #3 Implementation of Unicenter Service Management R11.1, Unicenter Service Desk R11.1, Unicenter Asset Portfolio Management R11.1 and Workflow integration.

Project Description: SEC requires integration of USM with USD and CMDB to manage and track the issues regarding Offerings status; approval stage and ticket generation; custom defined SLAs for business availability. Saudi Electric Company wants to implement Service Level Agreement Management solution across all its four operating areas. Client requires seamless integration of the SLM solution along with the existing applications.

Responsibilities:

* Gathering Requirements.
* Setting up Workflow design for Catalogue of Services Assets with custom defined SLA Levels; rate plans and approval process involving end user authentication and manager approval process through raising ticket in USD.
* Automated existing business processes using CA Workflow for requesting the Services assets data.
* Schema design as per client requirements and deployment using Remote Control and Management on Ingres (MDB)
* Created custom SLA for violation reports through USD for offerings in USM.
* Java API for fetching data from MDB from one table to another
* Web services for authentication of user through workflow.

**ONSITE PROJECTS:**

Project #4 Implementation of Unicenter ServicePlus Service Desk 6.0 Trillium – Global Service Management

Project Description: SITA is the world's leading provider of global information and telecommunication solutions to the air transport and related industries. For fifty years they have supported customers in over 180 countries, providing the technology to allow air transport to operate seamlessly. SITA required implementing global unified service desk solution at their London Gate office.

Responsibilities:

* Assignment groups created based on teams within in the Montreal GSC and London campus locations.
* IMAC processes implemented to allow management of Installation, Moves, Additions and Disposals of managed assets within the scope of the POC.
* Relevant service level agreements implemented for the internal estate within the London campus. Notifications performed based on input from SITA.
* Escalation for incidents implemented for the internal estate within the London campus. Notifications performed based on input from SITA.
* Configuration items within the London campus made available for the L1 GSC technician to associate with incidents raised on behalf of end users within the London campus
* A maximum of five relevant service level agreements implemented for the internal estate within the London campus. Notifications setup based on input from SITA.
* Coordinated with CA contract Technical architect, and Project manager for gathering requirements
* Customization and modifications of forms as per client requirement.
* Created custom SLA, Data Partitions, Workflow & stored queries.

Project #5 Customization of Unicenter Service Plus Service Desk 6.0

Project Description: Experian is a subsidiary of GUS plc and has headquarters in Nottingham, UK, and Costa Mesa, California. As the UK's leading credit reference agency it allows customers understand and manage credit information. Project scope involved Web and GUI customization of Unicenter Service Desk at Experian as per client requirements.

Responsibilities:

* Analysis of architecture and requirements
* Custom Schema design.
* Customization and modifications of forms as per client requirement.
* Web Customization done using HTMPL.
* Notifications (email) for MS Exchange Server at specific escalation level for an issue
* Custom Data Partitions, stored queries for organization and account level access policies.

Education

* B.E (Computer Engineering & IT) Passed with First Class (69.3%) in July-2003 from Moradabad Institute of Technology, Moradabad-244001
* H.S.C. (X); Passed with Distinction 81 %( PCM); June-1997 from KC.M. School, Moradabad
* S.S.C. (XII); Passed with 59 %( PCM); June-1999 from KC.M. School, Moradabad

References (Professional)

1. Mr. Kulbir Singh Raina

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