**Sivaperumal Murugesan (Currently in Notice Period)**

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##### Career objective:

To establish myself as a leading software professional and effectively work towards achieving the organization growth metrics on timely manner. Currently looking for onsite opportunities. Willing to relocate to abroad countries for next three years,

##### Professional Summary:

* Having 8+ years of overall experience in IT industry in analysis, design, development and maintenance of Telecom Applications**.**
* I have a demonstrated history of working in Telecom domain , have worked with leading Telecom clients ,Such has **Liberty Global, British Telecom, Bell Canada, Century link etc**.
* Have good amount of experience in ARS Customized Applications and ITSM Change Management.
* My strength is providing quick workarounds to the users and maintaining a good rapport with them.
* I am currently looking for an abroad opportunity and to explore new challenges in different countries

###### Technology:

* BMC Remedy ARS 8.1 / 7.6 - BMC Remedy ITSM 8.1 / 7.6, SLM, 9.4, Android(Hybrid app testing).

Experience:

|  |  |  |
| --- | --- | --- |
| Organization | Designation | Duration |
| Prodapt Solutions Pvt Ltd | Senior Software Engineer | Dec 2017-Till Date |
| CGI India pvt Ltd | Software Engineer | October 2016 – Dec 2017 |
| ISS Softech Ltd | Consultant | August 2016 – September 2016 |
| Virtusa India Ltd | Engineer | Feb 2012 – Jun 2016 |

**Professional Experience:**

**Prodapt Solutions Pvt Ltd**

**Project: USMS Support (LG)**

Customer: **Liberty Global**

Environment: ITSM 8.1

Period: Sep2018- till date  
Role/Responsibilities – 2nd Line Remedy Support.

* Configuring and loading foundation requests data(via CRQ and SRM requests) such has people, company ,support groups t,emplates ,Assignments rules,Approvals etc.
* Responsible for resolution of ITSM incidents on Change management
* Reponsilbe for regular server maintenance and patching activities.
* Provided 24x7 Oncall call Appliccation support on ROTA basis.

Creating RFC’s as per the request from Delivery teams

* Creating Method of procedure ,reviewing it with release and other dependent component teams.
* Preparing Migartor scripts as per the release notes and taking backup of workflows.
* Performing deployments (Admin Lock, Maintenacne Msg ,Executing migrator scripts,AR and Midtier server restarts, Sanity checks etc) on release day with in the Time interval.

**Project: CTS**

Customer: **Century link Services**

Environment: ITSM 8.1

Period: January2018- Jul2018  
Role/Responsibilities – 3rd line support/Remedy Developer.

* Responsible for resolution of ITSM incidents on Change management and CMDB.
* Involved in the devolpmenet user stories for Change Mangement defects and Customizations.
* Involved in Creating AI Jobs for CMDB data cleanups and Data Corrections.

**CGI INDIA Pvt Ltd**

**Project: Nordics DR2**

Customer: **CGI INTERNAL**

Environment: ITSM 8.1

Period: Oct2016 – January2017  
Role/Responsibilities – Data Analyst

* Involved in data migration. Worked for Sweden(Batch A) and Finland contracts.
* Involved in gathering and analysis of requirement data provided by onshore.
* Performed foundation data loading like Company, Organization, Location , People, Opcat, Prod cat and Gen cat
* Creating and building SLA’s.
* Creating Service Request Definition, Process Definition Templates and Application Object Templates

**Project: – Bell Application Support(NETS,TIM,IPACT,COPS,FOCUS)**

Customer: Bell Canada

Period: Feburary2017-Till Date

Role/Responsibilities – Application Support and Release Management.

* Responsible for resolution of ITSM tickets raised by Bell users.
* Giving accurate and quick work around for defects which needs code fixes
* Conducting regular performance check and monitoring the system.
* Ensuring all the tickets and service request are closed with in the time lines.
* Attending weekly calls with Application owners for ITSM tickets Review ,
* Providing Weekly ROTA call for 24x7 Application support.

**Intelligent software Services Ltd**

**Project: News Global POC project**

### Customer: [Hewlett-Packard](https://en.wikipedia.org/wiki/Hewlett-Packard)

Period: Aug2016-Sep2016

Environment – HPSM 9.1  
Role/Responsibilities – Consultant.

* Basic Training in all HPSM modules(Incident,Change,Problem,Knowledge,Service)
* Trained in Process designer,Rule sets and workflows’
* Basic training in RAD and java Script coding for HPSM
* Involved in Development of POC project.

**Virtusa India Pvt Ltd**

**Project:** : **Fidelity (Hybrid Mobile Application**).

Company/Customer: Fidelity.

Period: Aug 2012-Dec 2012.

Environment – Java Script  
Role/Responsibilities – QA Engineer

* Requirement analysis,
* Writing test cases,
* Executing test cases,
* Logging defects and,
* Preparing test reports

**Project: Next Generation Service Desk(NGSD)**

Company/Customer: British Telecommunication.

Period: Jan 2013-Feb-2013

Environment – ITSM 8.1  
Role/Responsibilities – Associate Software Engineer.

* Customized Incident Management Console UI as per the business requirements by overlaying the objects.
* Created transformation and jobs using Pentahoo to upload the data to Remedy forms and CMDB from external data sources.
* Created Tasks and Templates using process designer for incident life cycle.

**Project: Expedio Order Management**

Company/Customer: British Telecommunication

Period: March 2013-May 2016

Environment – ARS 7.6   
Role/Responsibilities – Remedy Developer.

* Responsible for requirements gathering and design specifications.
* Responsible for Installation of BMC Remedy AR System.
* Responsible for Application design using Forms, Coding, Functional testing, and Implementation
* Designed Remedy applications according to product architecture to comply with environment variables and evolution of the application.
* Negotiated customer implementations with designers.
* Gathered customer requirements and acted as an intermediary between customers and development.
* Added/ modified application work flow objects (Forms, Filters, Active Links, menus etc.).to meet business requirements.
* Enhanced/developed fields, menus and tables on forms.
* Migration of workflow from development to Production server

ASG(Application Support Group**)**

Location- Virtusa UK ATC, 26 Finsbury Square,London.

Client office- B T Global Services, Watford,London

* Responsible for resolution of Bridge cases raised by Live users and Service Managers.
* Responsible for complete successful order journey
* Giving accurate and quick work around for defects which needs code fixes
* Conducting regular performance check and monitoring the system.
* Ensuring all the tickets and service request are closed with in the time lines.
* Finding the accurate Root cause for the defect and passing the case to Dev team as a problem ticket with proper analysis.
* Daily Routine call with Service Managers and Direct Bt users , to clear the doubts and hurdles in processing the orders.
* Providing Weekly ROTA call for 24x7 Application support.

Qualifications:

|  |  |  |
| --- | --- | --- |
| Degree and Specialization | Institute | Year of Passing |
| B.Tech Information Technology | Mammallan Institute of Technology | 2011 |

**Other Relevant Details:**

|  |  |
| --- | --- |
| **Current Organization** | Prodapt Solutions Pvt Ltd |
| **Current Location** | Chennai |
| **Current Designation** | Senior Software Engineer |
| **Total IT Experience** | 8+ years (Including training period of 6months) |
| **Date of Birth** | 28-Aug-1990 |
| **Preferred Job Location** | Currently looking for Abroad oppurtunties only.  Willing to relocate to Abroad countries for next three years,  . |
| **Contact Address with Phone:** | 33/2 gajapathi street,Shenoy nagar, Chennai-30  Mobile:9094152527 |
| **Contact Email-ID** | siva\_perumal2000@yahoo.com |
| **Current CTC** | 9.75L INR |
| **Expected CTC** | After tax salary of 3000$-3500$ (US Dollars) per month |
| **Notice Period** | Currently in Notice Period |