

Vishnuprasad Yelthimar

Infosys

Summary

Experience in IT Service Management with implementation of ITSM tools for large organisations to enhance the IT infrastructure operations.

Practice Lead for IT Service Management Process and Tools portfolio in Infosys. Responsible for Pre Sales, Solution Development, Program Management, Client Relationship Management, ServiceNow COE and People Management

Experience

Principal Consultant at Infosys

October 2015 - Present (1 year 6 months)

Senior Project Manager at Infosys

July 2014 - Present (2 years 9 months)

Project Manager at Infosys

July 2008 - Present (8 years 9 months)

ITIL, IT Service Management, Pre-Sales, ServiceNow

Senior Developer at Symphony Technology Group

September 2006 - June 2008 (1 year 10 months)

ESSBASE, Hyperion development

Software Engineer at Accord Software & Systems

July 2003 - August 2006 (3 years 2 months)

Development

Languages

English

Hindi

Kannada

Konkani

Tulu

Certifications

ITIL Foundation 2011

APMG August 2013

ServiceNow Certified System Administrator

ServiceNow – The Enterprise Cloud Company February 2015

Skills & Expertise

Unix

C

C++

SQL

Core Java

ITIL

IT Service Management

Pre-sales

Global Delivery

Program Management

Service Delivery

ServiceNow

IT Infrastructure Management

Requirements Analysis

Software Development

Oracle

Unix Shell Scripting

SDLC

Shell Scripting

Education

NMAMIT, Nitte

Bachelor's degree, Computer Engineering, 1999 - 2003

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2 person has recommended Vishnuprasad

"Vishnuprasad is an experienced Service Now implementation specialist. I had extensive experience working with him to deliver the Service Now solution integrated with alert monitoring toolsets for our joint client. Vishnuprasad managed his team to deliver the related technology work streams against very tight timelines with the client changing requirements last minute. In this area of expertise I would be happy to work with Vishnuprasad again and recommend him for this line of work."

— **Patrick Lobo**, was with another company when working with Vishnuprasad at Infosys

"I would highly recommend Vishnu, excellent personal skills and gets the job done."

— **Stephen Hugh McNeill**, was Vishnuprasad's client

[Contact Vishnuprasad on LinkedIn](#)