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| Rajinder Kaur  Contact Number: +61 406385579 Email: Jind.raj77@gmail.com  System Analyst (Application Modernization)  Experienced and dedicated professional with rich experience in Developing, Modernizing, Transforming and Supporting business critical applications  Worked closely with the business to understand the deficiencies and improvement areas, thus improving customer satisfaction and providing quality deliverables  Rich experience in Agile and Service Management practices, tools and processes with an acumen towards business process automation, transformation and continual improvements using ServiceNow Skills  |  |  | | --- | --- | | Languages/Database | JavaScript, Php, Visual Studio, XML Web Services, REST API, Visual Basic, Vb.Net, DB2, MYSQL, RPG/ILE, CLLE, COBOL, RPG WITH PHP, SQL, Excel Macro with VBA | | Tools | IBM WebSphere, EDI, EDP, Spool Master, Profound Logic/HATS (Web facing transformation tool for 5250 screens), FTP, Rational Developer for System I (RDi), Insure 90(I90), Harlosh Insurance Application | | Project/Service Management | Trello, JIRA, ServiceNow, CmOne (Project Management Application on System i) | | Designing Tool | Microsoft Visio |  Core Competencies  * Supporting and maintaining business critical applications, within agreed response and resolution SLA’s * Collaborating with various Business Functions in order to develop ITSM modules and automating the functionality * Creating UI Policies, Client Script, Script Includes to automate * On-boarding new users to ServiceNow * Creating roles and groups in ServiceNow * Exposure to Automated Testing Framework * Analyzing & designing the Change Requests/Enhancements/Functional requirements * Managing the project stakeholders * Documenting Business Requirements through Agile User Stories * Consulting business towards automation and improvements * Working closely with ServiceNow automation squad and guiding them towards the business process improvements * Complete end to end testing of ServiceNow deliverables * Service Management process compliance * Creating dashboard for the stakeholders * Preparing Status Reports  Additional Skill Sets  * SQL Server * MS Access * VB Script * Visual Dot Net * Visual Basic * VB Macros * Java Script  EducationMasters of Computer ApplicationsBachelor of Commerce from Delhi University, IndiaCertifications  * ITIL v3 * ServiceNow Certified Administrator  Career ContourLERROS Moden GmbH [System Analyst] March-2020–Till Date  Developing, enhancing and supporting critical inhouse business applications through all the phases, development, enhancements, Modernization/transformation and support.  Thus leading towards significant reduction towards Cost to serve and achieving a resilient system.  Involved with on-boarding ServiceNow and implementing ITSM module SSP Worldwide [Incident Consultant] July-2019–March-2020  Supporting and enhancing critical legacy insure 90 (i90) and Harlosh applications through all the phases, production support, enhancements and Modernization. LERROS Moden GmbH [System Analyst] Jan-2004–July 2019  Developing, enhancing and supporting critical inhouse legacy iSeries applications through all the phases, production support, enhancements and Modernization/transformation.  Thus leading towards significant reduction towards Cost to serve and achieving a resilient system.  Involved with on-boarding ServiceNow and implementing ITSM module Project HighlightsOrganization: Lerros Moden GmbH **Role Highlights:**  **Service Management**   * Implemented and maintained ServiceNow ITSM tool * Managed incident/problem and change requests * Creating Service Management reports showing incident trends * Performed end to end testing of ServiceNow modules * Worked as Business Analyst for ServiceNow vendor, thus provided them clear requirements * Successfully created service portal to take user’s request through Service Catalog * Created UI Policies in ServiceNow * Created Client Script and Script Includes   **Functional and Technical Skills**   * Legacy modernization & transformation of business application * Modularize program for reuse and white box testing of all programs for maintaining programming standards. Convert old RPG/400 to RPG ILE and modularize for making multi-tier architecture. It enhance service delivery to client as for new request/enhancement well tested modules can to integrated to create a program. * Creating stored procedure for Order PF by taking ref from Xanalysis documents and examples it help in enhancing data integrity and removing redundant code. * Integrate DILTEX warehouse with inventory management application * All Invoices/Credit Notes/Delivery Note are converted to pdf create and automatically send state of the art e-mails result in significant reduction of print cost and time. * Distribution list created for sending various MIS reports as emails that help in quick decision making of stakeholder. * Created and archive up to date printouts of Invoices/Credit Notes/Delivery Notes for sending by post. * Converted Sales/order as EDIFACT to PF Data-stream. * Transform Auto Order Application with web-facing using PHP and HTML help in transforming legacy application and enhance user experience. * Transforming DDS screens to web with Profound Logic GUI help in enhancing user experience and scope. * Created excel macro for adding style image in excel created from as400 physical file for enhancing data presentation * Created excel macro for adding different formulae in MIS reports for enhancing decision making power of stakeholders. * Created module to get/put data from different customers by adding FTP script to a table resulted in time saving  Organization: SSP Worldwide **Clients Served**: Mitsui, MAS, CCI  **Project Highlights:**   * Managed and supported mission critical business applications * Self service tool created in I90 application for resetting user profile, else user had to call service desk and wait for update of his profile. * E5 incident handling – Manage to resolve more than 100 incidents for client in short span of time enhancing customer satisfaction * Created a Java Program to call from CLLE program for sending insurance documents to customer which were used to send as a paper mail hence achieve cost and time reduction towards customer satisfaction. * Trigger created for updating linked files to enhance data integrity * Automation of open Quotes roll forward |
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