**CURRICULUM VITAE**

**REVATHI. V**

#23, 1st Main, opposite to water tank,

Bilal Nagar,

Bangalore – 560084

**Mobile** – **8904434863**

**Email Id – rrev58@yahoo.com**

**PROFESSIONAL OBJECTIVES**

Looking forward to work in an organization that offers challenging Technologies and innovative work to provide growth and exposure to latest technologies.

**EDUCATIONAL QUALIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course** | **Broad / University** | **Institution** | **Year Passing** |
| B.com | Vinayaka Missions Distance University | Vinayaka Missions Distance Education | 2010 |
| PUC | Bangalore University | RBANM’S Pre-University College | 2006 |
| S.S.L.C | Karnataka State Secondary Education | St. Alphonsus High Scholl | 2004 |

**SOSTWARE SKILLS**

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| --- | --- |
| Operating System | Windows XP/ 09/2000 and 7 |
| Application Software | MS office & Lotus Notes |

**WORK EXPEREINCE**

|  |  |  |  |
| --- | --- | --- | --- |
| **PARENT COMPANY** | **CLIENT** | **DESIGNATION** | **YEARS** |
| Fidelity Information Services | Fidelity Information Services | IT Asset Management. | 16-Aug-2016 to till date |
| Concentrix technology | Texas Instruments | Senior Global Asset Engineer | 12-Mar-2015 to 17-Jun-2016 |
| Magna InfoTech | Northern Operating Services Pvt Ltd | IT Asset Project Planner | Sep 2013 to 2015 |
| Techbridge networks | Mercedes Benz Research & Development India | IT Analyst | 2012 to 2013 |
| IT source India ltd. | HP Sales India Pvt Ltd | Asset Coordinator | 2011 to 2012 |
| Redington India Pvt ltd. | Redington India Pvt ltd. | Dedicated Coordinator | Jul 2009 to 2011 |

**Training & Seminar**

ITIL Process (Information Technology Infrastructure Library)

Flexera (FlexNet Manager Suite)

Lotus Notes Applications

IBM Tool

**Worked in ticketing tools**

Flexera (FlexNet Manager Suite)

CMS tool

Service Now

BMC remedy

Smart Track

OVSM

I track

EBP

**ROLES AND RESPONSIBILITIES**

**Software Asset and License Management - SAM Project leadership**

* This process is to transfer/reassign a software license from one user to another using internally developed STARS ticket system, CMS.
* On-going support of customers entitlement (Microsoft, Adobe, Oracle, VMWare and Cloud computing)
* Importing licenses and agreements into the entitlement database/SAM tool.
* Performing reconciliation analysis for different publishers.
* Matching software with licenses.
* Creating customized reports and comparison for cost saving.
* SAM tool management for the customers, ensuring up to date license entitlement and compliance.
* Creating recommendations on how to license reconcile, re-harvest licensing entitlement.
* Priorities and investigate Problems, according to priority, through to resolution or error identification.
* Working on STAR and Hubble server and Host report for application and decommission.
* Working on software purchase report.
* Oversee the purchase of all software licenses; ensure appropriate quantities and licensing models are purchased, determine contract requirements, ensure orders are placed and validate proper payment.
* Conduct internal software audits to identify variances between deployed and licensed software; ensure deployed software aligns with the quantity and licensing models purchased; rectify variances between deployed and licensed software.
* Advise all Group and teams on the best available workarounds for to solve issues.
* Provide trend analysis reports on Customer Satisfaction.
* Identifies, tracks and resolves project issues and risks.
* Providing effective resolution to the problem in accordance with the priority service level.
* Track problem governance metrics and continuously seek to tickets.
* Closing the tickets with user feedback and the confirmation.
* Collaborate with development team and application user to design and implement automation solution.
* Manage vendor compliance audits as required.
* Develop software policies, processes and guideline to ensure compliance Report.
* Working on publishers like IBM, Microsoft, Adobe, oracle and Ipswich etc.
* Avoid excessive or unwarranted software usage.
* Maintains license database with all relevant information and provide timely alerts for individual users and project groups when licenses are to expire.
* Purchase of Licenses and all software’s.
* Creating PO, contracts, software maintenance in the Flexera tool.
* Oversee the purchase of all software licenses; ensure appropriate quantities and licensing models are purchased, determine contract requirements, ensure orders are placed and validate proper payment.
* Knowledge of software models and metrics.
* Ensure adequate number and usage of licenses by monitoring, analyzing and optimizing
* Work with Product Owners/Managers in negotiating license reductions/increases as necessary due to usage
* Ensure retention of all proof-of-license documentation.
* Creation of purchase requisition in SAP for the approved purchases.
* Orders are managed in EBP; the process is to follow up with the end user’s cost center manager to get approval.
* Software Licensing
* Conduct internal software audits to identify variances between deployed and licensed software; ensure deployed software aligns with the quantity and licensing models purchased; rectify variances between deployed and licensed software
* Manage vendor compliance audits as required for Microsoft, Adobe, and Autodesk etc.
* Avoid excessive or unwarranted software usage
* Monitoring and management of up gradation & relocation of assets (including software).
* Create software inventory with information such as license, version number, registration details, etc.
* Manage contracts and relationships to maximize value creation and costs for software licensing, maintenance. Collect information for budgeting, software compliance & inventory, contract summaries, and cost comparison.
* Software License Management covering subscription detail, reminder for renewal on time including Certificate Management Record all installation of new machines, movement within site, changes and retire in details of asset attributes
* Enter and maintain information in a database format to address budgeting, software compliance & inventory, contracts, and cost.
* Doing Software licensing audit.
* Working on Contract Renewal.
* Respond to requests from end users, managers, developers, and team members for specific IT Software Asset Management data information.

 Communicate through email, individual interview, group meetings, and presentations to end users, management, developers, and vendors.

 Monitoring and Status Tracking of all the Issues.

 Coordinating with vendor and other teams

 Preparing daily, weekly and monthly reports.

Maintain licenses and upgrade schedules.

 Escalation and Referral to other parts of the organizations.

 Reporting about calls on quality of the desks.

 Act as link between end users and higher-level support.

 Coordinating second-line and third-party support groups.

 Monitoring calls for SLA adherence.

* **Hardware Asset Management**
* Create asset (hardware / software) database by recording information like used by, used for, configuration, serial number, asset code, warranty, Vendors, number of licenses and AMC details
* Keep the asset inventory file updated and the asset database for audit or inspection purposes
* Updates site with PO# or receipt information and Collects PO# and receipt information.
* Physically label assets and follow asset update procedures
* Annual audit with physical verification of all IT assets.
* Keep the asset inventory file updated and the asset database for audit or inspection purposes.
* License tracking, assigning and transferring to end user

 To answer inquiries, forward messages; explain information address complaints and escalations.

 To Review documents, such as records and files to respond to requests and obtain information.

 Asset monitoring.

* Implements the service asset management policy and standards
* Creating maintenance or audit schedules for CIs.
* Vendor management.
* Working on software Contract renewal.

 Procuring assets

 Raising purchase order/ invoice.

* Providing details to SAP team.
* Purchasing of license, provide the cost for the license.

 Asset Tagging.

 Sales personnel should not be allowed to enter contractual agreements without procurement’s involvement

 Acting as the primary contact with supplier

 Interaction with vendors for quotations.

 Tracking material delivery

 SLA & NDA with vendors.

 Update of Inventory records.

 Asset verification.

 Asset disposal.

 Asset monitoring.

 Closing the tickets with user feedback and the confirmation.

 Closing incidents and confirmation with the customer.

Driving the team.

**PERSONAL PROFILE**

Name : REVATHI. V

Date of Birth : 16/03/1989

Father’s Name : Vijayan

Nationality : Indian

Gender : Female

Marital Status : Married

**HOBBIES**

Reading books, playing games, Internet, Browsing.

**STRENGHS**

1. Straight Forward
2. Eager to Learn New things and Equip Myself
3. Highly Motivated and Quick Learner
4. Good Communication Skills

**LANGUAGES KNOWN**

English, Kannada, Hindi, Tamil, Malayalam

**DECLARATION**

I certify that foregoing is Correct and Complete to the best of my Knowledge and nothing has been Concealed or Distorted.

Place : Bangalore Revathi V

Date :