

VAISHNAVI PATIL

REMEDY ITSM DEVELOPER



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Pune , Maharashtra

PROFILE

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Three years of experience in Remedy development

SKILLS

- Core Java
- Java Script and CSS
- Remedy Developer Studio
- Workflow Development with AR object
- Innovation Suit
- Problem-Solving
- Troubleshooting issue resolution
- Strong Communication

EXPERIENCE

ROLES AND RESPONSIBILITIES

REMEDY ITSM DEVELOPER

Amdocs Pune 2022 - Present

Project 1 - Unified Ticketing System Agile

- Experience of working on modules such as incident management ,change management ,work-order, problem ,SLA , asset and knowledge management.
- BMC Remedy Engineer with experience in developing and enhancing BMC Remedy ARS based applications.
- Responsible for creating forms ,menus ,various AR object and workflows as per client requirement
- Experience in customizing BMC Remedy modules and OOTB workflows as per client expectation.
- Customization of Knowledge Management with MFS, Indexing, Basic knowledge of CSS, JS used to customize the MT view.
- Responsible for deployment and testing of the modules.
- Responsible for providing end to end support for customer.

EDUCATION

BACHELOR OF ENGINEERING COMPUTER SCIENCE

JSPM RSCOE Pune MH

2016 - 2019

8.4 CGPA

DIPLOMA IN COMPUTER

Government Polytechnic Dhule MH

2013 - 2016

78 Percent

HSC AND SSC

Jai-Hind College Pimpri Pune MH

2011 - 2013

90 Percent

REMEDY ITSM CONSULTANT

BMC Software Pune 2020 - 2022

Project 2 - Progressive Web Application

- Experience in Progressive View Web Application development .
Experience of Remedy version ARS 7x, 8.0 and above with various customization such as create related tickets and designing of it.
- Experience in customization of modules like Incident, Change , Known Error, Problem Investigation, Knowledge Management. Creating custom approvals for SRDs as per client requirement. Responsible for creating union forms and view
- Experience of working with BMC Remedy Helix ,Innovation studio-Shared Task Service. Customization of STS with processes ,rules ,association and custom components.
- Responsible for creating project document
- Created a video case library during training at BMC software with ARS 8.0.A mini application to rent the CDs and DVDs.

Project 3 - Shared Task Service

- Experience in customization of modules like Incident, Change , Known Error, Problem Investigation, Knowledge Management.
- Responsible for creating union forms and view
- Experience of working with BMC Remedy Helix ,Innovation studio-Shared Task Service. Customization of STS with processes ,rules ,association and custom components.
- Responsible for various customization such as create related tickets ,Incident filtering and designing of it.