**OVERALL SUMMARY:**

* A result oriented professional with overall 10 years of IT experience that involves Data Analysis, Business Analysis, Quality Analysis, Reengineering, Requirements, Design, Build, and Testing of Healthcare, Data Warehouse, Mainframe, and Client Server applications.
* Excellent experience with Progressive responsibilities in data analysis with focus on financial reporting, and Data Warehouse DW, Business Intelligence BI,  Enterprise Data Warehousing, ETL, SAFe Agile, SCRUM, Client Server and Mainframe applications.
* Excellent experience in Lean Agile/ SCRUM model, SAFe Agile and Waterfall model experience.
* Lead a team of Quality/ Data/ Business Analysts and Tech Leads.
* Testing experience includes exposure to Manual using various tools like HP ALM, Team Foundation Server (TFS), Microsoft Test manager (MTM), Quality Center, Silk Central, Vedant Test Stream and Jira. It also includes exposure to basic automation testing using UFT tool.
* Proficient in creating various documents starting from Request for Proposal (RFP), Statement of Work (SOW), Project Charter to Business Requirements Document (BRD), Functional Requirements Document (FRD), Use Case Document.
* Created and Owned Requirements Traceability Matrix (RTM) using Rational Requisite Pro for managing the requirements and tracing them.
* Provided full SDLC implementations using RAD and Waterfall for several consulting engagements at AVCO Research Laboratory and Build a discriminant model for AVCO to evaluate site performance using Claritas data.
* Facilitated Joint Application Development (JAD) Sessions involving Subject Matter Experts (SME), Business Requirement Documents (BRD), Software Requirement Specification (SRS), Functional Requirement Document (FRD) and maintaining Requirement Traceability Matrix.
* Well Experienced with creating Use Case Diagrams, Activity Diagrams, Swim Lane Diagrams, Process Flow Charts in MS Visio. Extensive Knowledge of using (Tableau) during my project Help Building, Designing and Web Analytics.
* Good experience in Data Modeling and Data Cleansing with expertise in creating Star & Snow-Flake Schemas, FACT and Dimensions Tables, Physical and Logical Data Modeling using Erwin.
* Extensive working experience in functional testing (web and windows applications), black box testing, smoke testing, system testing, regression testing.
* Experienced in conducting GAP Analysis between As -Is and To-Be state of the current system and created GAP document.
* Knowledge of Big Data technologies, Hadoop, Hive, Map Reduce, NoSQL, JavaScript, Linux, HTML, CSS, AWS, AZURE, Salesforce Customer Relationship Management(CRM) platform.
* Experience with Mobile Testing on different operating systems like Android and IOS.
* Very well experienced in gathering Requirements through JAD sessions, one on one interviews, Brainstorming sessions and creating meeting minutes notes for Business Requirements Document.
* Expertise in all the artifacts of the SDLC Mapping, Business System Design, Conceptual Design, Detailed Design, Development, Migration document, UAT, Integration Testing, Warranty support, and Lights-on team hand over.
* Experienced in Master Data Management, Metadata Management, and Data profiling.
* Worked closely with Senior Leadership in writing SOWs, Project Management plans (Cost Management, Schedule management, Resource management, Asset Management, Wealth Management, Risk & issue management)
* Demonstrate a willingness, interest, and aptitude to learn Domain skills and technologies.
* Highly efficient and demonstrated superior time management and multi-tasking skills by accomplishing cross-functional tasks.

**BUSINESS / DATA ANALYST SKILLS:**

* Expertise in Use case preparation, Functional requirements specification / Business system Design, UML, MS Visio, Rational Requisite Pro, JAD sessions, business workflows such as AS-IS and TO-BE, Requirements Traceability Matrix, Mapping documents, SAFe Agile and Gap Analysis.
* Served as a liaison between the Business and IT in translating complex business needs into application software and Conceptual Models.
* Lead Business Analysts and coordinated SMEs of all regional warehouses/sources, and provided the SME with the GL balancing requirements of EDW Chart OF Accounts.
* Analyzed complex end user needs to determine optimal means of meeting those needs.
* Acted as a resource to users of the software to address questions/issues
* Provided direction and guidance to team members and served as an expert to the team
* Planed and Lead UAT program: Created UAT test plan; worked with stakeholders to create UAT scenarios; prioritized defects and involved in decision making, and took UAT through completion for production implementation.
* Created detailed scenario documents to help designers understand the requirements clearly.
* Experienced in preparing adhoc reports using SQLand MS Excel.
* Excellent Training skills, facilitation, PowerPoint presentations, maintaining performance metrics, develop training manuals, documentation & communicating to users.

**TECHNICAL SKILLS:**

* Experience as Technical Lead in Data Warehousing, Mainframe, and Client Server projects.
* Closely worked with Architects to build solution architecture for the enterprise data warehouse.
* Mentored Tech Leads in writing the High & Detailed Level Designs; Reviewed detailed level designs; worked with DBAs in performance tuning of Teradata and DB2.
* Hands on experience in the areas Teradata, Informatica, Datastage, SAS, DB2, COBOL, JCL, VMS, Mainframe, Java, and Servlets.
* Have extensively used Teradata RDBMS, BTEQ, DB2, Informatica, QueryMan, Teradata SQL assistant, Tpump, FastLoad, MultiLoad, and Viewpoint.
* Wrote High Level ETL designs, Detailed Designs, Process Flow, Source to target mappings, and built Scenarios.
* Designed the balancing and auditing logic using the ETL process for the validation of the loaded data.
* Worked on DB2 utilities such as OMEGAMON, REORG, RUNSTATS, LOAD, UNLOAD, REBIND, IMAGECOPY, and CHECK. And DB2 stored procedures for online applications
* Designed and developed weekly, monthly reports related to the marketing and financial departments by using SQL, PL/SQL, Ms Excel, Ms Access, and Teradata.
* Designed, developed, and tuned SQL queries for online reports, and created stored Procedures.
* Created jobs with 3rd party tools such as WLM and Autosys.
* Converted complex ongoing scenarios for Healthcare COA, Membership, and Claims into performance efficient SQL queries in BTEQ scripts.
* Monitored system performance by checking the logs and tested the components for different loads.

**PROFESSIONAL EXPERIENCE:**

**Client:** The Horace Mann Companies, Springfield, IL. **From:** Oct 2017 – Present.

**Role:** Business Data Analyst/ QA Tester

**Description:** Horace Mann is an insurance company that provides auto, home, property, life insurance and retirement annuities for teachers and educators.

**Role & Responsibilities:**

* Analysed the requirements and segregated them into high level and low-level Use Cases, activity diagrams using Rational Rose according to UML methodology thus defining the Data Process Models.
* Creating Test Strategy, developing Test Plan, Detailed Test Cases, writing Test Scripts by decomposing Business Requirements, and developing Test Scenarios to support quality deliverables.
* Was responsible for indexing of the tables in that data warehouse. Used senior level SQL query skills (Oracle and TSQL) in analyzing and validating SSIS ETL database data ware house processes.
* Comprehensive knowledge of and experience in multiple businesses including securities lending operations and trading, as well as prime brokerage sales. Worked closely with management in streamlining lending processing activity.
* Converted Business Requirements to the Functional Specification and Conducted JAD Sessions to develop an architectural solution that the application meets the business requirements, resolve open issues, and change requests
* Analyzed the data warehouse project database requirements from the users in terms of the dimensions they want to measure and the facts for which the dimensions need to be analysed
* Responsible for physical/logical data modeling; metadata documentation; user documentation; and production specs
* Identify business rules for data migration and perform data administration through data models and metadata
* Used Toad Data Analysts to connect to Oracle DB2 for data analysis
* Create and maintain requirements, test cases and defects in Mercury Quality Center
* Develop / Auto deploy content using AWS (Amazon Web Services), GIT/Bitbucket, Maven, Jenkins
* Develop custom tools/scripts/packaging solutions for AEM using Java/Unix
* Develop integration solutions between AEM, AWS (Lambda, S3, API Gateway and Cloud Formation) and Spredfast (Social) Platforms
* Developed detailed ERDs and DFDs using various modeling tools and developed databases based on the system model following the techniques in SDLC (software development life cycle)
* Gathered, Analyzed and Translated systems requirements into technical specifications utilizing UML and RUP methodology. Responsible for creating different sessions and workflows to load the data to Data Warehouse using Confidential Workflow Manager
* Worked on AWS Elastic Beanstalk to deploy, monitor, and scale an application
* Create new EC2 instance in AWS, allocate volumes and giving Provisionals using IAM
* Analyzing the existing reports, reporting system. Worked on exporting data using Teradata
* Utilized Agile/ SCRUM and PMI methodologies to monitor steer and develop project objectives
* Implemented transformation component of DataStage to integrate the data and to implement the data to implement the business logic. Created Test Cases and scenarios for Unit, Regression, Data Integration as well as Back end and System testing
* Strong interpersonal and communication skills within all levels of the organization and familiarity of regulatory mandates and internal controls
* Proposed solutions for reporting needs and developed prototypes using SQL and Business Objects that address these needs. Developed data conversion strategy for data migration from legacy systems to Technology product modules
* Familiarity with reporting and Business intelligence, Toad Data tools such as Crystal Reports
* Develop and maintain sales reporting using MS Excel queries, SQL in Teradata, and MS Access
* Extensive experience in testing and implanting Extraction, Transformation and Loading of data from multiple sources into Data warehouse using Confidential
* Using Crontab in UNIX and Scheduler in Windows and Jenkins for Scheduling
* Responsible to design, develop and test the software (PL SQL, UNIX shell scripts) to maintain the data marts (Load data, Analyze using OLAP tools). Authored functional requirements documents (FRD) by interacting with development team for improving client's legacy system
* Extensive Data Warehousing experience using Informatica as ETL tool on various data bases like Oracle, SQL Server, Teradata, MS Access.
* Experience in creating Test Plan Document, Test Scenarios, Test Cases, Test Result Document and Test Scripts through hands on designing test cases covering all test conditions, eliminating redundancy / duplications and giving Signoff for the production deployments.

**Environment:**: Microsoft Outlook, MS Access, MS Excel, MS Word, MS Project, MS Visio, TOAD, JAD, Teradata Test Track, Peer, Mainframe, OLAP, ERWIN, ER Studio, Clear Quest, Clear Case, Java, DB2 Database.

**Client:** Fifth-Third Bank, [Cincinnati](https://en.wikipedia.org/wiki/Cincinnati), OH & CHICAGO, IL. **From:** July'15 - Sept'17 **Role:** Business System Analyst/ Data Analyst

**Description:** Stucky Application software is being used by the Structured Finance Group of Fifth-Third Bank, in both Chicago and Cincinnati. Stucky's Application is to track Commercial collateral on Asset Based Lending loans, monitor their Borrowing Based of Aging, Receivables and Inventory. The application is used for Asset Based Lending - for structured finance deals. This will ensure that the bank does not loan more money than what the customer can support. In this particular project we have added new fields to the existing screens and have generated several new reports. Involved in documenting the business process by identifying data required in determining the Asset Based Lending loans that are eligible for financing and securitization, from multiple sources and the method of obtaining and storing data.

**Roles & Responsibilities:**

* Used EPIC software for tracking and updating the claim report project report and provided guidance in the investigation and final disposition of complex claim matters from Executive Senior Management through JAD sessions for analysis and design.
* Used the RUP methodology and related processes for software re-engineering process. Monitored claims inventory, cycle time processing and work quality to assure conformity with corporate objectives and
* Involved in writing USE cases and prepared the Business Requirements Documents for various requirements collected from the business users. Used MS Visio and UML for generating class diagrams and activity diagrams.
* Wrote requirement document for Data Extraction, Data Analysis and Loading process of collected data as a part of data mapping procedures.
* Reviewed and implemented Test Plans and Test Cases based on user requirements and functional requirement specifications. Performed Functional & Integration testing and defect tracking and prioritizing defects and for enhancements after base lining the requirements. Reports provided a snapshot of money transfer, lending or leasing for various bank locations.
* Controlled the lending of margin debits in conjunction with the firms daily borrowing needs minimizing cost of financing margin debits.
* Involved in Change Management to record changes assessing the impact, benefit and risk of proposed changes, developing business justification and obtaining approval, managing and coordinating change implementation, monitoring and reporting on implementation, reviewing and closing.
* Responsible for eliciting, analyzing, communicating, and validating requirements and business processes for Salesforce implementation specifically designed for reporting and analytics as part of the PSP program at CMS.
* Analyzed business needs for information relating to Premium Stabilization Program (PSP) and lead the design, customization and deployment of Salesforce reporting, on the Salesforce service cloud platform.
* Collaborated with stakeholders to develop business requirements and convert those requirements to technical specifications in support of reporting and software development. Responsible for documentation compliance with CMS XLC (Expedited Life Cycle).
* Supported product management initiatives related to Analytics portfolio. Ran BI Pilot for Qlik Sense, Salesforce Wave, and Tableau.
* Responsible for internal testing including data validation and source to target mapping.
* Attended daily SCRUM and guided QA and Developer regarding the defects Technical Specification Documents and Mapping Documents.
* Documented UAT plan for the project to ensure every acceptance criteria for the requirement.

**Environment:** Salesforce Service Cloud CRM, Teradata, Qlik Sense, Salesforce Wave, Informatica, MicroStrategy, Office Suite, Agile Scrum, RAD, CMS XLC (eXpedited Life Cycle).

**Client:**  Denver Health, Denver, CO. **From:** Aug’13 – June’15

**Role:** BI Business Analyst / ETL Data Analyst

**Description:** Denver Health is Colorado's primary "safety net" institution, providing billions of care for the uninsured. Twenty-five percent of all Denver residents or approximately 150,000 individuals receive their health care at Denver Health. One of every three children in Denver is cared for by Denver Health physicians. I was involved in making changes to billing code, were also a part of the project to assign specific code to the disease injury to make it more consistent and precise to that of the provider's information as a part of the claim process

**Roles & Responsibilities:**

* Worked according to the software development life cycle.
* Gathered requirements from remotely based business users and defined and elaborated the requirements by holding meetings with the users (who are also Fifth-third employees).
* Analyzed the historical documentation, supporting documentation, screen prints, e-mail conversations, presented business and wrote the business requirements document and got it electronically signed off from the stake holder
* Wrote the test cases and technical requirements and got them electronically signed off.
* Utilized simple methods like PowerPoint presentations while conducting walkthroughs with the stakeholders.
* Conducted GAP analysis so as to analyze the variance between the system capabilities and business requirements.
* Interacted with teams in AFS, ACBS and infolease to extract the information for the reports.
* Involved in defining the source to target data mappings, business rules, business and data definitions
* Created Report-Models for ad-hoc reporting and analysis.
* Created Logical/physical Data Model in ERwin and have worked on loading the tables in the Data Warehouse
* Extensively designed Data mapping and filtering, consolidation, cleansing, Integration, ETL, and customization of data mart.
* Provide 24 x 7 problem management support to the development team.
* Document various Data Quality mapping document.
* Perform small enhancements (data cleansing/data quality).
* Performed data analysis on the existing data warehouse's of AFS, ACBS and infolease.
* Worked on daily basis with the main frame team and lead data warehouse developers to evaluate impact on current implementation.
* Communicated with the third party vendor to do the programming.
* Upgraded the present application by adding new functionalities and adding new reports.
* Wrote regression test cases, did smoke testing with users.
* Coordinated (with business users, data base administrator, mainframe team and testing team) in mirror to production testing.
* Conducted User Acceptance testing (UAT) and worked with users and vendor who build the system.
* Worked extensively on BI SSIS Packages for extracting the data of the customers from OLTP, transform that data and load it into the OLAP.
* Extensively involved in using BI tools like Import and Export Wizard for developing the packages.
* Provided the sequence and flow diagrams for various modules in the project using Rational Rose.
* Investigated, documented and monitored the defects in Rational Clear Quest.
* Participated in weekly review meetings to report the documented test metrics and defects found in the System. Closed bug reports once they are resolved and verified.
* Analyzed plan requirements and then contributed further defining the plan requirements with their Project Manager. Observed the compliance of the requirements with federal and state government regulations Medicaid, Medicare, and accreditation body requirements.

**Environment:**MS Office 2007, MS Visio 2003, Windows XP, AFS, MS Excel, SharePoint, PowerPoint, MS Project, UML, SQL Server, Erwin, Business Objects, MS Outlook.

**Client:** State of AZ, Phoenix, AZ. **From:** Jan ‘07 - Dec '12 **Role:** Business / Data Analyst

**Description:** The certification unit is an integral part of the state of Arizona Department of Education. This unit is responsible for carrying out the rules and statues for the licensure of certified school professional. The product of this unit is the legal document that enables the professional educator to work in Arizona. Arizona law states that all the teachers who intend to teach in Arizona (except in charter schools) should have a valid teaching certificate from the Arizona department of Education (ADE). The present application is being used by the evaluators at the certification unit. There are many different types of certificates issued by the certification unit of ADE. There are evaluators in the certification unit equipped with many complex state laws and rules. The evaluators provide different services including evaluation of applications, issuance of certificates, answering questions over the phone and many other quick services.  
Applications are submitted by candidates for the various services for which they qualify. They also provide all the required supporting documentation. If the applicant meets the qualification guidelines a certificate is issued (or a service is rendered) and if the applicant doesn't qualify, a letter is issued stating the reason for denial or holding the file.

**Roles & Responsibilities:**

* Analyzed the business and wrote Business Rules Document.
* Implemented and followed a Scrum Agile development methodology within the cross functional team and acted as a liaison between the business user group and the technical team.
* Gathered requirements and created Use Cases, Use Case Diagrams, Activity Diagrams using MS Visio.
* Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Facilitated (JAD) Joint Application Development sessions to identify business rules and requirements and documented them in a format that can be reviewed and understood by both business people and technical people.
* Used MS Visio for business flow diagrams and defined the workflows.
* Performed data analysis for the existing data warehouse and changed the internal schema for performance.
* Participated in Designing and development of the application.
* Used user stories approach for describing the requirements using the user story template.
* Wrote technical papers, gathered technical requirements, and compiled them to help the design system.
* Created Use Case specifications, business flow diagrams and sequence diagrams to facilitate the developers and other stakeholders to understand the business process according to their perspective with possible alternate scenarios.
* Interacted with the software development team and executive team to liaison the business requirements to ensure that the application under development confines to the business requirement.
* Performed data mapping from source to target.
* Extensively used SQL for accessing and manipulating database systems
* Participated in Design walk-through with SMEs to baseline the business architecture.
* Facilitated in the overall management of the project including and mitigation, status reports, client presentations, defining milestones, deliverables and establishing critical success factors.
* Was jointly responsible for monitoring the progress of the development and QA team.
* Worked closely with QA team and developers to clarify/understand functionality, resolve issues and provided feedback to nail down the bugs.
* Created Use Case Diagrams using UML to define the Functional requirements of the application.
* Performed Acceptance Testing (UAT), Unit Testing and Documenting.
* Maintained a close and strong working relationship with team mates and management staff to achieve expected results for the project team.
* Organized meetings with the development teams to elicit use cases and document them.
* Wrote manual Test Cases for checking the application.
* Used Agile methodology for repeated testing.
* Involved in Manual Testing by checking of various validations.
* Created, maintained, and executed manual test scripts.
* Developed Functional Specifications and Testing Requirements using Test Director to conform to user needs.

**Environment:**MS Office 2007, MS Visio 2003, Share Point, PowerPoint, MS Project, Windows XP, UML, SQL, Test Director, MS Outlook.

**Client:** Allstate Financial Group, Kansas City, MO. **From:** Oct’03 – Dec’06 **Role:** Business Analyst

**Description:** Allstate Financial Group is the nation's largest publicly held personal lines insurer. Allstate Financial Group includes the businesses that provide life insurance, annuity, retirement, banking and investment products through distribution channels. The aim of the project was to enhance SOA (Service Oriented Architecture) web-based policy management system, which integrated Allstates five policy management systems (life insurance, annuity, retirement, banking and investment products) and extended the functionality to provide anywhere, anytime, access to information to All States countrywide network of producers.  
  
**Roles & Responsibilities:**

* Analyzed consumer surveys and gave technical inputs in Business meetings.
* Involved in the meeting with Business process owners, SME (subject matter experts) and Marketing Team for Requirements gathering in Definition Stage.
* Facilitated the Customer in defining the high-level Functional Requirements and needs.
* Gathered the Requirements, Develop Process Model and detailed Business Policies and modified the business requirement document.
* Utilized RUP to create use cases, activity, class diagrams and workflow process diagrams.
* Prepared the Prototype and mockup screens.
* Involved in the Data Movement between Systems and validated the Business Requirements.
* Wrote test cases based on test strategies.
* Involved in Functionality testing during the various phases of the development
* Verified the correlation between the UML diagrams and developed detailed diagrams
* Validated the system End-to-End Testing to meet the Approved Functional Requirements.
* Blueprinted technical and operational training manuals and led Power Point/Visio presentations for the development of financial and technical applications for the departmental user base and for audit purpose.
* Responsible for providing fiscal and economic solutions through financial modeling and cost basis analysis
* Lead an entire QA Team comprising of 5 senior QA testers. Managed their activities through daily and weekly status reports
* Hands-on QA Analyst, responsible for coordinating and performing functional testing.
* Analyzed team performance with the QA manager and implemented the changes if any w.r.t. raising the efficiency of the entire team.
* Conducted the Final Customer Acceptance Testing (UAT).
* Increased process efficiencies and reduced development cycle time across department by spearheading the implementation of the full lifecycle software development methodology.
* Participated in weekly meeting and discussed modification request with management team.
* Interacted with the developers to report and track bugs using Rational Clear Quest.

**Environment:**Windows 2000, Microsoft Project 2000, Java, HTML, Oracle, MS Visio, Rational Unified Process and Rational Clear Quest.

**Client:** AlTech Computer Education, Hyderabad, India. **From:** May’98 – July’01

**Role:** QA Tester

**Description:** The aim of the project was to develop the test plan for the account origination system in its 2D phase.

The test plan included preparation of test cases, schedule the test release, test approach and Strategy of the account origination system.

**Roles & Responsibilities:**

* Preparation of test plan according to the requirements elicited from the client.
* Identifying the risks and types of tests to be undertaken in the project.
* Created Requirements Traceability Matrix (RTM) to make sure that all requirements are met and tested.
* Based on the Requirements document, I assisted Product Owner in prioritizing the high level business requirements.
* Development of test cases of project. Experience in SQL to extract the needed Test data in Tables.
* Used Visual Studio Team Foundation server (TFS) to monitor Work, Code, Test cases, Test Execution and Test Results for the team.
* Experience in Designing Test cases, Executing and Generate Reports using Application life cycle management TFS, MTM and HP (ALM)/QC.
* Experience in Interacting with Product Owner, Business Analysts, System Analysts,
* Developers, Technical support teams for base lining the requirement specifications.
* Experience in maintaining support documents (SMTD), QA Sign off Documents, Maintaining Status Reports Daily and Weekly.
* Experience in using Black &amp; Grey Box Testing Methodologies.

**Environment:** Agile, Sprint, UFT, QTP, HP ALM, MTM, MS Excel, Team Foundation Server, SQL.

**EDUCATION QUALIFICATION & CERTIFICATIONS:**

* Bachelor’s in Computer Science Engineering from Andhra University, Visakhapatnam, India. (1998).
* Scrum Master Certified.
* Project Management Professional (PMP Certification).

**TECHNICAL SKILLS & EXPERTISE:**

**Process Methodologies:** RUP - Rational Unified Process, UML - Unified Modeling LanguageWaterfall, SAFe, Agile, Scrum, Six Sigma, CMMI, BPM

**Object-Oriented:** Rational Rose

**Data-Oriented:** Erwin

**Universal:** VISIO, Irise Studio

**Quality Management:** JIRA, Mercury Quality Center, Track Wise, VersionOne, RTC

**Reporting:** SSRS, Cognos, MSAccess, Irise Manager

**Project Management:** MS Project, Excel Spreadsheets

**Change Management:** Bugzilla, Clear Quest, SharePoint

**Configuration Management:** PVCS, CVS, Clear Case, SharePoint

**Testing:** SIT, UAT, Unit test, Rational Robot, Rational Test Director, Win Runner, Load Runner and Manual Testing

**Requirements Tools:** Rational Requisite Pro, Irise Manager

**Languages:** PowerBuilder, C, C++, Visual Basic, PL/SQL, HTML, Java, J2EE

**Databases:** Oracle (9i), MS SQL Server, MS Access, ETL, TOAD

**Office Tools:** MS Word, Excel, PowerPoint, Project, Outlook, Lotus

**Business Intelligence Tools:** Tableau, Cognos

**Healthcare Applications:** EPIC, IDX, Meditech, MBE- Market Prominence, Centricity

**Healthcare Tools**: Allscripts, Peoplesoft, Centricity

**ITSM/AM Tools and CRM :** Service Now, HP Service Manager, HP Asset Manager and SalesForce.