Roopashree E

Technical Lead

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Experience Summary

Professional experience includes working as Tools implementation consultant for about 8+ years and 5 years of ITIL Service support experience. Major area of specialization are in to BMC remedy AR system Administration & development, ITSM configuration & customization , BMC Atrium CMDB administration & service now administration .

Educational Qualifications			
COURSE	**BOARD or UNIVERSITY**	**INSTITUTION**	**YEAR OF PASSING**
MCA	Madurai kamarajan university	Fullinfaw college	2007
BSC compsc	Bangalore university	Sri Sai Womens college	1999
PGDM	AICT approved	CMRIT	2013

AREAS OF EXPERTISE

- Good work flow development experience in Telecom , Utilities ,banking and retail and has worked on various solution design & documentation during Knowledge transfer and off-shoring of the project .

- Responsible for analyzing telecom business model, functional specification and client requirements, and provide the solution for integration of optimized IT solutions.

- SME of ITSM implemention have extensively worked on below:
    - Build, test and optimization of BMC remedy related code .
    - Integration through webservice and AIE integrator .
    - Load and Unload foundation data for ITSM modules .
    - Gap analysis and creating as is document .
    - Designing new workflows for client
    - Stabilizing the existing workflows

- Executing Test cases on every build and send feedback reports to development team.

Skills

Skills	
Operating Systems	Sun Solaris 2.8 , LINUX , windows , Unix
Languages & Software	Core Java, Advanced java, Swings, AWT, JDBC, tomcat, Apache, HTML, DHTML, java Script. COBOL.
Domains	Telecommunication , Retail , Utilities , Automobiles
Methodologies	Water fall , agile , scrum
Project Management Tools	ERP , Visual studio , flow builder
Certifications	ITIL expert , BMC Certified ITSM administrator
Databases	SQL 7.0, SQL 2000 server, oracle 10g

Organization	Designation	Duration
Infinite computer ltd	Tech Lead	Sep 2020 – till date
Techmahindra ltd	Tech lead	Dec 2014 – March2017
NTT Data Global delivery Services	Assistant project manager	July 2014 – Dec 2014
Vbridge consulting	Consultant	OCT 2013 – April 2014
LNT infotech	Senior System engineer	Oct 2010 – Jun 2011
Wipro technologies	Tech Lead	Aug 2011 – Oct 2013
Techmahindra ltd	Senior Technical associate	April 2009 – Oct 2010
Mahindra Satyam	Senior software engineer	June 2008 – Dec 2008

EXPERIENCE SUMMARY

Infinite Computer Solution

Project 1

Project Name	Infinite computer solution
Client / Customer	-
Project detail	ServiceNow support and administration
Details of skills used	Service now development , Javascript ,OOPS concept .
Team Size	5
Role	Tech lead
Responsibility	Guide the team of ServiceNow developers, ensuring focus on highest priorities and optimizing the capabilities within the Service Now tool. Ensure work is prioritized in line with the needs of the key stakeholders and the is minimal customization to the tool. Maintain, Manage And Administer The Service Now Tool To Support The Service Desk And Functional Teams To Provide a High Level Of Service • Develop and configure the ServiceNow platform and applicable ITSM processes. • Ensure the ServiceNow platform is running the must up to date version of the tool and that it is configured in the most efficient way.

	• Ensure that any integrations needed to ensure a better user experience are developed in line with the needs of the business.
	• Implementation and administration of the ServiceNow installation, gathering and documenting user and process requirements, developing service catalogue forms and workflow customizations, building business rules/client scripts/UI actions/script includes, integration solutions, and performing quality assurance testing and user acceptance testing. Responsible for introduction of best practice solutions on the SN platform. Integrate various 3rd party tools with ServiceNow through web services(SOAP and REST).
	• Provide technical support, assist customers with proof-of-concept activities, and assist where necessary to resolve ServiceNow faults / bugs.
	• Work with ServiceNow vendor support team where and when required for critical faults, outages, patch installations, tool bug, plugin installations, and in general platform support.
	• Work with the Lead to provide technical recommendations to enhance the platform/existing services and provide necessary reports/updates Top Accountabilities .
	• Build strong stakeholder relationships with the leadership team and key business stakeholders .
	• Ensure the team of developers work is prioritized effectively and that they are driving through simplification and automation where possible .

Techmahindra Ltd .

Project 1

Project Name	Millicom
Client / Customer	Millicom
Project detail	Remedy Administration , Remedy change management module implementation , Documentation & handling project management activity .
Details of skills used	Project management , ITIL process , BMC Remedy ITSM
Team Size	50
Role	Technical Lead
Responsibility	✧BMC Remedy Designing ,development ,testing and deploying the Code . ✧ Work closely with Architect to establish technical feasibility of the solution. ✧ Service pack upgrade , Patch application & hot fix application . ✧ AIE job issue rectification . ✧ foundation data administration . ✧ People data streamlining .

Project 1	✧ Change process streamlining and implementation of streamlined process . ✧ Managing team & Issues and attending projected related calls and technical with vendor. ✧ Change process streamlining and implementation of streamlined process . ✧ Able to build prototypes to achieve product definition and design goals is desirable . ✧ Conduct design and code reviews. ✧ Participate in release planning and iteration planning meetings ✧ Providing Second-Level Support of Remedy users . ✧ Supports the ITSM system by monitoring the products status during all Service Desk operational hours and taking the necessary proactive and reactive measures to keep the system stable. ✧ Performs software maintenance as required for the Development environment, the Functional Quality Testing FQT environment, and the Production environment. ✧ Makes configuration changes as necessary and make administrative changes to include but not limited to updates to foundations data, roles and permissions, and CMDB configurations to mature the system. ✧ Design, development, testing, and deployment and post deployment support as required and stated in the current System Development Life Cycle SDLC process, standard and policy Subject Matter Expert SME Support. ✧ Provides recommendations for key decisions by providing expert advice on Remedy, ITIL implementation and service management best practices CMDB Support. ✧ Assist and guide in prioritizing and enhancing the ITSM schema for implementing the Remedy CMDB Atrium and federated data sources. ✧ Provides expert knowledge and skill in the design and implementation of the Atrium CMDB and integration into the ITSM suite.

NTT Data global delivery services private limited.

Project 1

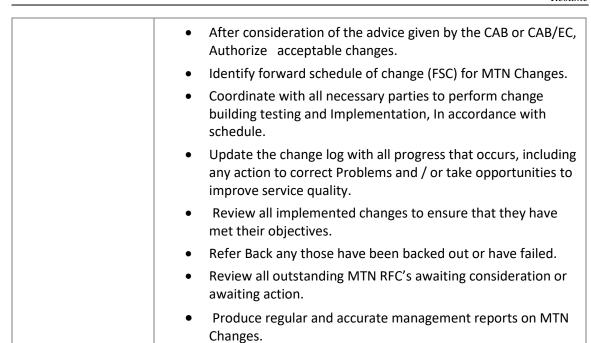| Project Name	NTTDATA Internal project
Client / Customer	NTTDATA (GDS) PVT LTD
Project detail	SRM (Service request management implementation).
Details of skills used	BMC Remedy ITSM Administration
Team Size	15
Role	Tools consultant
Responsibility	Understand requirements of Business Services and build corresponding Service Requests Definitions;
	Build and Configure Service requests with Service level Management, Reporting etc;
	Creating Advanced Interface Form (AIF), SRD creation, PDT creation, AOT;
	Work with PM for timely identification of risks and issues;
	Test peer builds, test case execution and defect fixes.
	Support E2E & UAT team in test execution and defect fixes.
	Ability to analyse workflow logs and troubleshoot issues related to SRM

VBridge Consultancy services.

Project 1

Project Name	Cibersites India pvt ltd
Client / Customer	Ciber Germany
Project detail	BMC Remedy 8.0 version customization and development
Details of skills used	BMC Remedy ARS development
Team Size	15
Role	BMC Remedy developer
Responsibility	• ITSM Incident management module solution designing and customization .
	• ITSM Problem management module solution designing and customization
	• Providing Second-Level Support of Remedy users .

Wipro Technologies .

Project 1

Project Name	MTN Limited
Client / Customer	Multinational mobile telecommunications company
Project detail	Change management and Remedy Administration
Details of skills used	ITIL change management , BMC REMEDY ITSM
Team Size	10
Role	Change manager
Responsibility	• Reviews all submitted RFC's as appropriate and provide details of their likely impact, the Implementation resources and the ongoing costs of all the changes.

	- After consideration of the advice given by the CAB or CAB/EC, Authorize acceptable changes. - Identify forward schedule of change (FSC) for MTN Changes. - Coordinate with all necessary parties to perform change building testing and Implementation, In accordance with schedule. - Update the change log with all progress that occurs, including any action to correct Problems and / or take opportunities to improve service quality. - Review all implemented changes to ensure that they have met their objectives. - Refer Back any those have been backed out or have failed. - Review all outstanding MTN RFC's awaiting consideration or awaiting action. - Produce regular and accurate management reports on MTN Changes.

Project 2

Project Name	Royal bank of Scotland
Client / Customer	Royal Bank of Scotland
Project detail	Configuration management
Details of skills used	Configuration management process, Gel Tool
Team Size	100
Role	Configuration manager
Responsibility	- IT infrastructure service design according to customers business needs Designing and maintaining data related to Datacenter hosts, hardware, software, Application, services, Admin access privileges etc. - Producing or maintaining service design documentation Maintaining application data along with hardware, software, Server infrastructure along with database information and relationship between other application with both inward and outwards data-flow, maintaining service diagrams containing complete infrastructure architecture. Support the maintenance of the service catalog. - Ensures the goals of service catalog management are met. - Ensures all operational services are recorded in the service catalog . - Ensures all information in the service catalog is accurate and up to date. - Ensure the information in the service catalog is adequately protected and backed up. - Interface between Business owners, Application owners and Application manager .

	• ⬜Support development and execution of activities related to service management (e.g. status reports, issue resolution). • Manages the life-cycle of one or more IT services and Monitoring/maintaining database server performance.

Project 3

Project Name	Walmart
Client / Customer	Walmart
Project detail	BMC Atrium CMDB
Details of skills used	CMDB Administration
Team Size	30
Role	Cmdb Administration
Responsibility	• HP UCMDB Integration with Atrium CMDB using HP UCMDB integration Adopter. • AIE Integration for Big fixes to remedy Atrium CMDB on Oracle database. • Creating reconciliation job between UCMDB and BIG fix data-sets. • Working towards identifying the cause of duplicate CI's. • Contributions for Creating Business requirement document for all the requirements. • Creating separate Design documents for the entire requirement listed in BRD. • Development of Master design document. • Development of work flow diagrams for exchange design, reconciliation design and Integration flow, Preparing implementation document. • Designing data exchange for update, insert and creating new records. • Creating Data exchange for BIG fix AIE Integration.

Project 4

Project Name	Wipro GIS internal
Client / Customer	Thames waters
Project detail	Tools consultant
Details of skills used	ITSM foundation data adminstration
Team Size	20
Role	Tech lead
Responsibility	• Foundation data upload, data configuration, data scrubbing,

	Data upload using DMT tool (Data management client).
	• Working on formatting data on the Excel sheet for the data upload using DMT (Data Management Tool).
	• Converting in to CSV file and uploading on the ITSM Foundation forms. Configuring People, Support group, Service Catalog and operational catalog .
	• LAN Disk Integration with SQL Server using AIE (Atrium integration engine) .

Project 5

Project Name	SFR French telecommunications company
Client / Customer	SFR
Project detail	BMC Remedy AR system developer (french remedy interface)
Details of skills used	AR System development
Team Size	10
Role	developer
Responsibility	• Customization and Development, Design Analysis, Preparing design document , Development of solution . • Preparing functional specification documents ,Writing test cases, Code deployment on different environment. • Involved in Performing fresh installation on Linux platform .

Larsen & Tubro Info-tech

Project Name	Scania AB Sweden
Client / Customer	Scania AB
Project detail	BMC Remedy administration / support
Details of skills used	BMC Remedy administration
Team Size	10
Role	Tools consultant
Responsibility	• Requirement gathering. • Analysis and documentation. • Designing the requirement in the CR. • Develop the requirement on the development environment. • Perform test on the DEV. Migrate the code to Test environment. • Setup a call for the Acceptance test. • Do a functionality test and UAT (User acceptance test). • Do a difference analysis in the AR migration tool both the ways Test – Development . • Preparing release notes, Code deployment during Release Maintaining sanity of the Test and development environment. • Analyzing the defect and isolating the problem area and passing it to relevant interface group. Internal Project: BMC POC, Tools: ARS 7.6.04, ITSM 7.6.04 ,CMDB 7.6.04 Performing POC For Entire BM Range of product Like (BPPM, BEM,BMC Bald logic Client Automation,

	ITSM 7.6 with ARS 7.6 with BMC Atrium 7.6) Conducting internal Trainings.
	• Integration with BMC Blade logic Client Automation with Atrium CMDB. Performing integration all BMC range of products. Perform BMC Capabilities Demo. Configuration of Atrium Reconciliation Engine jobs. Configuration of Atrium Classes and Attributes based on detailed functional specifications. Configuration of ADDM discovery jobs Working with a Atrium Integrator, data normalization engine, impact simulator.

Techmahindra LTD .

Project 1

Project Name	British Telecom
Client / Customer	British Telecom
Project detail	BMC Remedy developer
Details of skills used	BMC ARS Developer
Team Size	100
Role	Developer/support/Administrator
Responsibility	• User Administration: Granting Access to Users, Termination of users, Password reset, Modification/Updation of User account, Maintenance of user account. • Group Administration : Adding a new group , Deleting the group & Modifying the group. ⍰ License monitoring and maintenance: (Assigned to group) Rule creation: Creating new assignment rule or modifying the existing once. UNIX server Process check & restart in case of outage /ISIS issue. • Checking Remedy process, Killing Remedy process & Restarting Remedy process. • Analyzing the current forms structure and introducing new forms / or enhancing the structure by introducing new forms and features. • Developing and maintaining large Real Time operational support systems. Working on minor customization depending on client's requirement. • Working closely with all levels of the business including colleagues and customers. Editing the existing shell script and SQL Script on Solaris machine. Working in users issues, troubleshooting Ar-system Error's and access issues.

DETAILS OF TRAINING UNDERGONE

SL. NO.	TRAINED ON	Duration
1	Sales force Administration trained from Kenning-Solutions	5 days
2	Service-now administration from Spectra mind	5 days
3	Servicenow development training from Udemy	online
4	CCNA training from Byte code security	2 months
5	Prince 2 foundation training from Techmahindra ltd	3 days
6	MCSA Traning from Rooman technologies .	3 months

Personal Information	
Date Of Birth	22-12-1979
Gender	Female
Passport No.	Z2933331
Nationality	Indian