

Krishna Varchagall

Phone: +91 96119 38000(India)

Email: krishna.varchagall@gmail.com

Personal Profile:

Dedicated, result driven individual with strong technical abilities, extensive knowledge in Remedy application implementation using ITSM Suite.

Summary of Experience:

- **BMC Certified Professional:** BMC Remedy Service Desk and Change Management 9.x
- A goal-oriented professional with 15 years of extensive experience in Solution Consultancy using BMC's AR System product
- Subject Matter Expert in ITSM related use cases, including interfaces to BMC Remedy, Atrium CMDB, and Atrium Orchestrator.
- Proficient in designing integration with various third-party applications.
- **ITIL V3** Foundation certified.
- Experience in handling the global/distributed delivery model and executed projects in different roles that include Consultant, Solutions Architect and Integration Specialist.
- Worked on multiple RFP/RFQ solution documents for the customers of varying sizes and industries in a technical role.
- Experienced in technical architecture activities.
- Extensive experience in generating test plans, test cases, and documentation of manual tests.
- Exposure in working at client place from US, Germany, Australia & UAE.

Education Background:

Completed BE in Electronics and Communication from KLECET, Belgaum under VTU in 2002.

Certifications:

- *BMC Certified Professional: BMC Remedy Service Desk and Change Management 9.x*
- *ITIL V3 Foundation*

Technical Expertise:

BMC Remedy 9.x, ITSM 9.x, BMC Remedy 8.1, ITSM 8.1, CMDB, MyIT & SmartIT, BMC Remedy Upgrade 18.05

BMC Remedy 7.6, ITSM 7.6

Remedy ARS 7.1, ITSM 7.1

Remedy ARS 4.5, AR Migrator, MS SQL SERVER, Oracle 11g

Professional Profile:

Employer	Designation	Duration
Quintica, UAE	Senior Technical Consultant	03/07/2017 TO Till Date
BMC Software	Senior Consultant - India	16/09/2013 TO 30/06/2017
Telvass Systems Pvt. Ltd.	Director – Technical	02/04/2012 TO 17/08/2013
Accenture Services Pvt Ltd.	Team Lead	01/12/2005 TO 16/03/2012
SSG	Consultant	04/08/2005 TO 30/11/2005

Projects Executed:

Project #	: 1
Project Name	: ITSM Upgrade – Vodacom, SA, ITSM – Etisalat, Dubai
Employer	: Quintica
Duration	: (03/07/2017) To (Till Date)
Tech Details	: BMC AR System 9.x, ITSM 9.x, CMDB
My Role	: Senior Technical Consultant
Responsibilities & Details.	<ul style="list-style-type: none">• Define, at an architectural and design level of detail, technical solutions aligned with our client's business problems.• Gathered detailed requirements through workshops with customer at on-site, documented and signed off.• Configured and customized the ITSM 9.x and CMDB modules as per customer needs.• Assist delivery teams with resolving critical path technical issues, challenges.• Perform research into technology partner or other vendor solutions in context of client requirements for integration.• Help mentor new Technical Consultants.• Led the development team in implementing the ITSM system from version 9.x• Successfully upgraded the system from ITSM 8.1 to 18.05

Project #	:	2
Project Name	:	GSD – Professional Services
Employer	:	BMC Software
Duration	:	(16/09/2013) To (30/06/2017)
Tech Details	:	BMC AR System 9.x ITSM 9.x, CMDB
My Role	:	ITSM Consultant
Responsibilities & Details.	:	<ul style="list-style-type: none"> • Lead Consultant for a E commerce customer to complete migration on ITSM, MyIT and RSSO configurations. • Part of the team of Remedy Consultants for complete ITSM suite deployment for an Australian government entity. • Installation, implementation and customization for required solution for customers using BMC product suite • Develop and implement a proposed technology solution within a customer's environment • Works to improve the approaches PS uses to implement BMC's technologies • Handling the global/distributed delivery model and executed projects in different roles that include Consultant, Solutions Architect and Integration Specialist. • Thorough analysis of client environment and design appropriate BMC solutions to enhance client IT operations. • Involve in evaluating the business / technical requirements to create a solution roadmap which maps business processes to product functionality.

Project #	:	3
Project Name	:	UTS
Employer	:	Accenture Services Pvt. Ltd.
Client	:	Telefonica Germany
Duration	:	(03/10/2010) To (16/03/2012)
 Tech Details	:	 <i>BMC AR System 7.6.04, ITSM 7.6.04, CMDB, Oracle 11g, BMC Orchestrator, AR Migrator, Email Engine, Windows.</i>
 My Role	:	 Solution Architect
Responsibilities & Details.	:	<p>Design and develop software solutions using BMC Remedy ARS & Remedy ITSM applications in conjunction with the functional analysts using the industry best practices and methodologies.</p> <ul style="list-style-type: none"> • Evaluate the business / technical requirements to create a solution roadmap which maps business processes to product. • Programs, tests, documents, and implements systems and/or software, applying BMC project and consulting methods and processes. • Designed and developed Web Service app Integration with External apps. • Work with other team members to validate requirements and review deliverables prior to releasing to customers. • Advise customers on best practices to help guide and solidify a given design. • Conduct a thorough analysis of client environment and design appropriate BMC solutions to enhance client IT operations. • Manage release cycles for the tools and products comprising the workflow management and information management systems. • Solution Architect to integrate 27 legacy applications of German Telco's leveraging BMC Atrium Orchestrator with ITSM Suite.

Project # : **4**
Project Name : **Work queue Management/ITSM App**
Employer : **Accenture Services Pvt Ltd.**
Client : Accenture-US
Duration : (01/06/2006) – (01/10/2010)
Tech Details : *BMC AR System 7.1, ITSM 7.1, MS SQL Server 2005, AR Migrator, Panacea, SQL Performance Analyzer, Email Engine, Windows.*
My Role : Senior Remedy Developer
Responsibilities & Details. : Performs design and development according to project standards. Implements and tests configuration and code changes to meet functional and technical requirements of Remedy Applications and also participated in setting up the environment associated with the Remedy tool for local development. Designed and developed Web Service app Integration with External .Net app.

- Translate technical and functional specifications into program code
- Managing and guiding the remedy developers and leading the development and operation tasks.
- Co ordinate between offshore and onshore team.
- Prepare test plan and test data for the release items, perform unit test/product test/regression test and apply fixes as needed.
- Participate in the identification the cause of errors and implementing coding or configuration changes and Performance tuning.
- Update documentation for the application as code changes are applied.
- Preparing Email Engine Usage Report generation, DB Size projection report and analyzing the logs using AR Analyzer tool and making decisions on thread usage and settings.

Project # : **5**
Project Name : **Remedy Geobalancing**
Employer : **Accenture Services Pvt Ltd.**
Client : Accenture-US
Duration : (04/08/2005) TO (01/06/2006)
Tech details : *ARS 4.5, MS SQL Server 7.0, Windows*
My Role : Remedy Developer
Responsibilities & Details. : Performs design and development according to project standards. Implements and tests configuration and code changes to meet functional and technical requirements of Remedy Applications.

- Application Support, Major and Minor Enhancements in the workflow
- Daily customer and production support of the Remedy ARS. Supporting and resolving the daily issues on Remedy ARS system
- Analysis of the new requirements and change requests.
- Involved in Documentation

Personal Information:

Email: krishna.varchagall@gmail.com	Contact No: +91 96119 38000 (India)
Date of Birth: 1 st March - 1980	Passport No: N4716539
Mailing Address: KRISHNA VARCHAGALL #TF304, Sri RR Residency 17 th Cross, Ideal Homes Township, RR Nagar, Bangalore-560098	Valid VISA: <ul style="list-style-type: none">• Residence Visa – UAE/Dubai• B1- US