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 **SUMMARY**

* Technology and business visionary with over 20 years of in-depth experience in managing and leading complex engagements to automate enterprises and 17 years of experience as a Senior ServiceNow/ITSM/ Remedy Developer using custom OTB ITSM applications.
* Dynamic management career with strong leadership, problem solving, planning, project management and team building skills. Successful record in project and program management, IT management and business development in finance, healthcare and public sector lines of businesses.
* Lead a team to implement customized and packaged software solutions for a variety of industries. Leveraged my experience in all stages of the systems development life cycle, including business integration assessment, project planning, requirements definition, conceptual design, detailed design, change management, application development, and production support.
* ITIL Foundation Certified.
* ServiceNow Certified Administrator
* Familiar with Sarbanes-Oxley.
* Proficient in Oracle Database Administration, Data modeling and Data Flow Diagramming and analysis

 **EDUCATION & TRAINING**

* Bachelors of Engineering (Computer Science) Aug 2000 Bangalore University, Bangalore, India
* ServiceNow Certified System Administrator March 2021
* BMC Foundation Discovery & BMC Topology Discovery Sep 2007 BMC Corp
* ITIL Foundation Certification Inteq Corp Sep 2007

**TECHNICALSKILLS**

* **OS:** Win XP/2003/2000/NT, 2003, 2008, 2012, 2016, Unix, Linux, Solaris, AIX, DOS
* **Databases:** Oracle 7.x/8.x/9.x/10g/11g/12, Access, MS SQL Server
* **Web servers:** IIS, Apache, Tomcat.
* **App Servers:** New Atlanta Servlet engine.
* **Internet:** Remedy ARWeb, Mid-Tier,
* **Languages:** JavaScript, SQL Plus, PL / SQL, Java, JSP, JDBC, COBOL, FORTRAN, PASCAL, Visual Basic, HTML.

**Tools:** ServiceNow (London, Madrid, New York , Orlando ), ServiceNow (Incident/Problem, Change, Asset, SLM,ITBM,HR,ITAM), Remedy AR System 8.x, 7.x, 6.x &5.x, 4.x Remedy ITSM 8.x, 7.x6.x 5.x &4.x (Incident/Problem, Change, Asset, SLM), BMC Service Request Management 7.6, , HP AM, HP DDM, HP uCMDB, xMatters (AlarmPoint), Crystal Reports 7.0, 8, 9, 10i, TOAD, HPDDM, SCCM, Seamless Connector, Mobile Reach 2, AssetTrack, FM Systems, Item Aware.

**PROJECT DETAILS**

**ATOS (JANUARY 2015 – CURRENT)**

**Title: Sr. ServiceNow Consultant**

**Environment:** *ServiceNow, Remedy ARS 8.1, ITSM ITBM, ITAM, Migrator, CMDB, Oracle 11g, Windows Server 2016, HPAM, HP DDM, HP uCMDB*

* Involved in gathering the requirements from the Business Team and creation of technical, functional specification documents.
* Configured processes in ITBM to manage projects lifecycle, resources and test delivery.
* Worked on loading the data into Service-Now using import sets.
* Worked extensively on ITAM and CMDB.
* Worked on Asset Management - Asset-CI mapping and synchronization.
* Integrated Atrium CMDB with external tools like SCCM / Item Aware/ Facility Management System / BigFix / MeVo App using Atrium Integrator and Database Links
* Integrated Atrium CMDB with Mobile Reach application (asset scanning tool) using BMC Remedy – Mobile Reach adapter.
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, CSS, HTML5, AngularJS.
* Creating the UI pages to use them in catalog items using the UI Scripts.
* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in Service-Now.
* Extensively worked on the Implementation, Configuration and maintenance of Business Rules, Client Scripts and UI Policies.
* Imported data from various data sources (FILE, JDBC) using import sets and transform
* Involved in creating and configuring the SLAs as per the requirement.
* Working as Atrium expert and to integrate ServiceNow systems. Company migrating data and other functionality from Atrium CMDB to ServiceNow CMDB
* Working on importing data from ServiceNow using data transformations
* Working as CMDB consultant to design and support CMDB at ATOS.
* Worked with different teams to integrate CMDB with another instance of CMDB, HP uCMDB, IPSoft, MCloud, ServiceNow applications
* Import various configuration item types from ServiceNow including relationships using Atrium Integrator
* Integrate CMDB with AssetTrack systems for tracking any infrastructure movement
* Integrate CMDB with FM Systems to manage all location information and asset location.
* Customized CMDB, added custom attributes in CMDB and Asset Management.
* Developed custom application for Asset Management team to add asset details and relate services and applications
* Added custom attributes to Asset Management views.
* Installed Atrium Integrator to import data from infrastructure discovery tools HPDDM, ADDM
* Installed Atrium Integrator adapter for HP uCMDB to import various data types from HP uCMDB.
* Configured Normalization and Reconciliation rules in CMDB. BMC DML is used to normalize product catalog imported from source.
* Used BMC Migrator 8.1 to migrate Forms and workflows to production environment.
* Used CMDB utility to migrate CMDB classes to production environment.
* Installed Mobile Reach application and integrated with BMC ITSM/CMDB.
* Configured rules for HR Management, Incident Management, Problem Management.
* Configured Mobile Reach to scan barcode (tag number) on devices and retrieve information from ITSM to update configuration item like User, Supporting Group, Location
* Create crystal reports, sql views for various reporting requirements

**QUEST DIAGNOSTICS (OCTOBER 2014 TILL DECEMBER 2014)**

**Title: ADDM / ITSM Consultant**

**Environment:** *Remedy ARS 8.1, ITSM 8.1, BMC ADDM 10.1, Migrator 8.1, CMDB 8.1, Atrium Integrator*

*8.1, Oracle 11g, Windows Server 2008, AI 8.1, HPAM.*

* Working as ADDM consultant to install and configure ADDM appliance
* Installed another instance of ADDM as scanners and consolidator appliance to import all asset information from multiple scanners.
* Configured ADDM to push data into Remedy OnDemand CMDB.
* Build application models in ADDM and push same information to CMDB
* Created ADDM tpl’s to set location on each discovered node based on IP subnet range
* Customized CMDB, added custom attributes in CMDB and Asset Management.
* Added custom attributes to Asset Management views.
* Used BMC Data Management tool to import foundation data (People, Support Group and Product

**ATOS (JANUARY 2014 SEPTEMBER 2014)**

**Title: CMDB Consultant**

**Environment:** *Remedy ARS 8.1, ITSM 8.1, Migrator 8.1, CMDB 8.1, Atrium Integrator 8.1, Oracle 11g,*

*Windows Server 2008, AI 8.1, HPAM.*

* Working as CMDB consultant to install and configure AR System, CMDB and ITSM to one of ATOS clients (McGraw Hill)
* Installed another instance of AR System and CMDB (Global CMDB) to be used by all clients of ATOS
* Customized CMDB, added custom attributes in CMDB and Asset Management.
* Added custom attributes to Asset Management views.
* Used BMC Data Management tool to import foundation data (People, Support Group and Product Catalog, Operational Catalog)
* Installed Atrium Integrator to import data from ATOS discovery tools to Global CMDB
* Working on Atrium Integrator to import data from Global CMDB to another instance of CMDB for client (McGraw Hill).
* Installed Atrium Integrator adapter for HP uCMDB to import data from HP uCMDB.
* Configured Normalization and Reconciliation rules in CMDB. BMC DML is used to normalize product catalog imported from source.
* Data is pushed to different ticketing system and other systems using Web Services.
* Used BMC Migrator 8.1 to migrate Forms and workflows to production environment.
* Used CMDB utility to migrate CMDB classes to production environment.

**MCGRAW-HILL COMPANIES (JUNE 2013 TILL DECEMBER 2013)**

*McGraw-Hill Education & Construction, Standard & Poor’s - Princeton, NJ*

**Title:** Remedy Developer / Functional Analyst / Administrator

**Environment:** *Remedy ARS 7.5, SRM 7.6, ITSM 7.6, Migrator 7.5, CMDB 7.6, Oracle 10g, Windows*

*Server 2003, AIE 765, xMatters, HPDDM.*

* Worked as Remedy System Administrator, supporting all technical and non-technical issues.
* Worked with third party company (service provider) to integrate Remedy system with their ticketing system using TIBCO technology
* Worked on integrating Incident, Change and Tasks to move ticket bi-directional between McGraw Hill and its service provider.
* Used BMC Migrator 7.6 to migrate to production environment.
* Supported xMatters application for any technical issues and adding users and Remedy support group initiating from Remedy system.
* Configured import jobs to import asset and asset relationship into CMDB.
* Generating reports out of HPDDM for business users.

**GEICO (NOVEMBER 2012 TO MAY 2013)**

*Geico, Chevy Chase, Maryland*

**Title:** Remedy Consultant-Developer / Functional Analyst / Administrator

**Environment:** *Remedy ARS 7.6, SRM 7.6, ITSM 7.6, Migrator 7.6, CMDB 7.6, SQL Server 2008, Windows Server 2008, AIE 7.6, ADDM, SCCM, Seamless Connector.*

* Worked as ADDM consultant to install, configure and discover Caesars IT Infrastructure assets all over US.
* Installed ADDM appliance and configured appliance for scanning
* Worked with platform teams to grant ADDM account access to their devices for scanning.
* Built custom TKU’s like discovering asset locations based on subnet ranges.
* Synchronized data with CMDB 7.6.
* Normalized and reconciled discovered data in CMDB before promoting to production dataset.
* Created custom attributes in CMDB and added to Asset Management views.
* Used BMC Migrator 7.6 to migrate to production environment.
* Used CMDB utility to migrate CMDB classes to higher environment.
* Used BMC Data Management tool to import foundation data (People, Support Group and Product Catalog)
* Configured ADDM to scan Geico assets and send weekly updates to CMDB using ADDM tool.
* Build reports out of ADDM for various business users. Compared ADDM report with server team’s repository for any missing information.
* Configured Seamless Connector to integrate SCCM with CMDB. Created different import jobs by Vendors/Manufacturers.
* Developed functionality to create user (Workstation/Laptop user) with an asset.
* Developed functionality to add full lifecycle of an asset in CMDB – status from Ordered till Disposed/End of Life.
* Configured Normalization and Reconciliation job for ADDM and SCCM data in CMDB.
* Imported BMC provided DML (Standard Product Name list) for Software Asset Management.
* Configured Software License Management to associate assets (software) with contracts for license counts.
* Worked on Purchasing/Receiving Module within Asset Management to configure Geico’s purchasing and receiving process.
* Developed/customized new approval process for purchased assets.
* Developed functionality to calculate taxes based on ship to zip code.
* Developed workflow for receiving team to scan serial number of an asset directly into asset management system.
* Configured Contract Management module to and new contracts (IT and Non-IT).
* Used BMC Migrator 7.6 to migrate to production environment.
* Used BMC Data Management tool to import foundation data (People, Support Group and Product Catalog)

**MCGRAW-HILL COMPANIES (FEBRUARY 2012 TO OCTOBER 2012)**

*McGraw-Hill Education& Construction, Standard & Poor’s -Princeton, NJ*

**Title:** Remedy Developer / Functional Analyst / Administrator

**Environment:** *Remedy ARS 7.5, SRM 7.6, ITSM 7.6, Migrator 7.5, CMDB 7.6, Oracle 10g, Windows*

*Server 2003, AIE 765, xMatters, HPDDM.*

* Worked on SRM 7.6 to develop SRD’s based on company requirements.
* Developed Advanced Interface Form (AIF), SRD and PDT’s for company’s new requirement on Onboarding (New Hire) / Transfer / Offboarding Employee/Non-Employee.
* Developed multiple Service Request Definitions like How to / Order / Remote Access / File Share / New Virtual Machine / New VDI etc.
* Supported ITSM 7.5 application, resolving assigned tickets related to ITSM / System / Database issues.
* Supported xMatters application like adding User and Support Group initiating from Remedy system
* Involved in integration of xMatters with Change Management to send out approval notification and response of receivers back to Remedy system.
* Worked as Sr. Remedy Developer and functional analyst to design technical specifications, develop and configure CMDB and Asset Management.
* Gather and document business and technical functional requirements, processes and standards.
* Involved in ITSM configuration, includes importing CI data in CMDB from custom forms, importing BMC DHL and DML product catalogs.
* Documented requirements and developed process and mapping to integrate with HPDDM to receive discovered configuration items into CMDB.
* Designed, documented and developed process to map in-house applications with discovered assets.
* Developed/customized Asset Console to provide additional asset search filters and also to list the asset (CIs) related to an application by environment.
* Used BMC Migrator 7.6 to migrate to production environment.
* Used Data Management tool to import foundation data (People, Support Group, Product Catalog and Operational Catalog)

**WORLD BANK GROUP (APRIL 2011 TO JANUARY 2012)**

*World Bank Group, Washington, DC*

**Title:** Remedy Developer

**Environment:** *Remedy ARS 7.6, ITSM 7.6, Migrator 7.6, CMDB 7.6, Oracle 11g, Solaris, AIE 7.6, Analytics, Dashboard, BDNA.*

* Worked as Sr. Remedy Developer to design technical specifications and configuration of ITSM module Foundation, Service Desk, Change and **Asset** Management, SRM, Analytics, Dashboard and CMDB.
* Involved in installation of ARS 7.6, CMDB 7.6, ITSM 7.6, and AIE 7.6.
* Involved in data import of CI and Foundation data from legacy system to new ITSM and CMDB 7.6 system.
* Involved in configuring ITSM modules (Incident, Change, Problem and Asset management).
* Documented requirements and developed process to integrate with SAP to receive purchased assets and software/hardware contracts.
* Documented and developed process to integrate with BDNA and Formula.
* Configured Asset Management’s Software License Management feature to maintain software license and contracts.
* Used Atrium Integration Engine (AIE 7.6) to import CI’s from different databases and flat files.
* Build functionality to derive CI Relationship based on the information provided by BDNA and Formula system.
* Documented technical specifications, user guide and data model.
* Used BMC Migrator, Data Management Tool and Import tool to migrate to different instances.
* Involved in server performance and tuning on all remedy environment systems.

**FANNIE MAE (JANUARY 2009 TO MARCH 2011)**

*Mortgage Finance Company, Reston, Virginia*

**Title:** Remedy Developer

**Environment:** *Remedy ARS 7.1, 7.6, Migrator 7.1, CMDB2.1, 7.6, Oracle 10g, Windows 2003, Solaris, AlarmPoint, Atrium Orchestrator, ArcSight, AIE 7.1, 7.6, Analytics, Dashboard.*

* Worked as Sr. Remedy Developer to design technical specifications and configuration of ITSM module Service Desk, Change and **Asset** Management, SRM, Analytics, Dashboard and CMDB.
* Involved in installation of ARS 7.6, CMDB 7.6, ITSM 7.6, AIE 7.6, SRM 7.6.
* Installed and configured ADDM 8.2. Synchronized ADDM with CMDB to import discovered configuration items and related software instances.
* Documented requirements and developed process to integrate with PeopleSoft to receive purchased assets and software/hardware contracts.
* Documented and developed process to integrate with nLyte (Data Center Infrastructure Management) and CMDB/Asset Management.
* Integrated SCCM using Seamless Connector to import end user assets (Workstations).
* Integrated SCCM using Seamless Connector to import Software instances installed on workstations.
* Configured Asset Management’s Software License Management feature to maintain software license and contracts.
* Installed BMC Analytics and Dashboard for CI and contract reports.
* Involved in BMC CMDB 2.1, ITSM 7.1, SLM, Analytics, Dashboard, Alarm Point installation
* Used Atrium Integration Engine (AIE 7.1) to import CI’s from different databases (SQL, ORACLE and SYBASE) and flat files into CMDB 2.1.
* Automated Assignment and Approval Mapping in Change Management meeting company’s requirements.
* Build functionality to derive CI Relationship based on the information provided by platform teams and customers.
* Designed, developed custom application including approval process for evaluating and approving third party software within company.
* Documented technical specifications, user guide and data model.
* Used BMC Migrator and Import tool to migrate to different instances.
* Integrated AlarmPoint with BMC Incident Management module.
* Archived and Purged Incident tickets and its association using Remedy Archive & Purge functionality.
* Restore lower environment with Production database. Designed real time process to synchronize lower environment with Production foundation and asset data.

**MERRILL LYNCH (DECEMBER 2008 TO JANUARY 2009)**

*Finance Company, Jacksonville, Florida*

**Title:** Remedy Developer

**Environment:** *Remedy ARS 7.0, Migrator 7.1, CMDB2.0, Oracle 10g, Windows 2003.*

* Worked as Sr. Remedy Developer to design technical specifications and configuration of ITSM module Asset Management.
* Configured and customized Asset Management module to meet business requirements.
* Configured contract, software license and purchase management and related product dictionary entries (PDEs) from the DSL to meet requirements.
* Used Atrium Integration Engine (AIE) to import CI’s from different database servers into CMDB.
* Documented technical specifications, user guide and data model.
* Created Migration Script using BMC Migrator to migrate to different instances.

**FREDDIE MAC (APRIL 2008 TO NOVEMBER 2008)**

*Mortgage Finance Company, McLean, VA*

**Title:** Remedy Developer

**Environment:** *Remedy ARS 7.0, Migrator 7.1, CMDB2.0, SQL Server, Windows 2003.*

* Worked as Sr. Remedy Developer to design technical specifications and develop custom application. Conducted analysis of new organization’s Change Process workflow under ITIL framework.
* Designed and developed the COMET (Corporate Model Entity Tracking System) application using Remedy AR System 7.0, Asset Management Module 7.0 and CMDB 2.0 (Configuration Management Data Base). It includes Model Inventory, Service Request/Change Project, Model Review and Finding Management. Leading the data migration effort for loading the historical business data into the system using AIE.
* This project is sponsored by Enterprise Risk Oversight to address the corporate policy 11-306 in relation to SD16. COMET system will ensure that financial models used by Freddie Mac meet their intended business uses and that they are developed and used in a controlled environment.
* This system is designed to better manage model risk by automating and centralizing model governance documentation, including model inventory, model change management, model reviews, performance monitoring and related risk reporting.
* Customized CMDB 2.0, creating classes to hold the company’s Financial Models as Configuration Item in CMDB. Build relationship and Dependency with Models and Versions using CMDB OTB functionality.
* Documented technical specifications and data model.
* Created Migration Script using BMC Migrator to migrate to different instances.

**SANOFI AVENTIS (OCT 2007 TO MARCH 2008)**

*Pharmaceutical Company, Bridgewater, NJ*

**Title:** Remedy Developer

**Environment:** *Remedy ARS 7.0, Change Management 7.0, CMDB2.0, Oracle 10g, AIX 5.1.*

* Designed and created a Remedy 7.0 based Custom application to track Sarbanes Oxley compliance issues. Developed workflow to automate company processes and procedures in regard to Sarbanes Oxley and FDA compliance.
* Creative problem solver able to look outside the norm for unique and effective solutions in workflow and design.
* Performed requirement analysis, authored technical and functional specification documents. Documented user guide, test cases and data model.
* Customized Change Management 7.0 for a new internal company process. Conducted analysis of new organization’s Change Process workflow under ITIL framework.
* Integrated CMDB with Peregrine Asset Center using Connect IT. Defined and created Configurable Items (CI’s), defined abstract, regular, relationship and categorization classes, created and customized the CDM (Common Data Model), created groups and roles within the CMDB, Defined CMDB consumers and providers.

**JOURNAL REGISTER COMPANY (Feb 2007 To Sep 2007)**

*Yardley, PA*

JRC (NYSE: JRC) owns 22 daily newspapers, with over 550,000 total daily circulation. JRC also owns 345 non-daily publications, with total distribution of more than 6 million, as well as commercial printing and software development companies.

**Title:** Remedy Developer

**Environment:** *Remedy ARS 7.0, ITSM 7.0, Oracle 10g, Windows 2003 Server, CMDB 2.0.*

* Install, setup, configure and implement enterprise management solutions with BMC Remedy products. Installed ARS Remedy version 7.0 ITSM 7.0 (Incident/Problem, Change, Asset, SLM), CMDB 2.0, DSL (Definitive Software Library) EIE 7, BMC Foundation Discovery.
* Defined and Created Configurable Items (CI’s), Defined abstract, regular, relationship and
* categorization classes, Created and developed federated data links, customized the CDM (Common Data Model), Created groups and roles within the CMDB, Defined CMDB consumers and providers,
* Developed and delivered IT Services Management (ITSM) solutions based on ITIL best practices that focused on the people, processes, and technology perspectives of providing business solutions within JRC’s IT infrastructure.
* Developed and improved processes for the management of IT Service Delivery.
* Provided the mechanisms to ensure execution of IT processes used in preparation, support and management of IT solutions.
* Administer ARS Server using the Mid-tier and User Client Tool. Edit, Create, and modify active links, escalations, filters, and menus. Create, modify forms, view and join forms. Develop workflow to automate company processes and procedures.
* Captured Business requirements to meet corporate objectives using ITSM 7.0. Identified streamlining of business processes to leverage ITIL best practices and new ITSM 7.0 features.
* Utilized the new Multitenancy feature in Service Desk 7.0 application to segregate support functions of different Business Units.
* Designed Crystal reports for senior management as per the metrics & measurements defined during the process design phase.

**COUNTRYWIDE FINANCIAL (JAN 2006 TO FEB 2007)**

**Title:** Remedy Developer

**Environment** (Remedy ARS 6.3 ITSM 5.1.2/6.3, Remedy Helpdesk, change management, Windows 2003 Server, MS SQL 2000 Server, IIS 6.0 with New Atlanta AS 5.1, Crystal Reports 10i)

* Install, maintain and configure BMC Remedy ARS 6.3, ITSM suite (Help Desk, Change Mgmt, Asset Mgmt, SLA), Crystal Reports V10i, MS SQL 2000. Interface web-based application Mid- Tier. Upgraded and customized Remedy ITSM Module & CMDB.
* Analyzed existing ITSM 6.0 customizations to prepare for the ITSM 7.0 upgrade.
* Gathered Business requirements to meet corporate objectives.
* Integrated Windows Active Directory with Remedy Help Desk to allow notifications based on user’s information and preferences stored in Active Directory.
* Created a Shift Management application for the 24/7 Operations Staff to log working hours and cut over of the tickets using Remedy Help Desk.
* Customized Time Tracker application to add/modify entries retroactively based on Business rules.
* Designed Crystal Reports for Senior Management as per metrics and measurements defined.

**ST MICROELECTRONICS (FEB ‘05 TO DEC ‘05)**

ST Microelectronics is one of the world’s largest semiconductor companies

**Title:** Remedy Developer

**Environment:** Remedy ARS 5.x/4.0, ITSM Versions: 5.1.2, 6.0, Remedy Helpdesk, Change Management, SLA, Asset Management, HP-UX 11i, Oracle 9i, Apache with Jboss 4.0 Crystal Reports 10I.

* Upgraded Remedy ARS 4.0 to ARS 6.3 and ITSM from version 4.0 to 6.0
* Created new custom reports using Crystal Reports and Business Objects.
* Analyzed the customizations of ITSM 4.0
* Migrated Data after scrubbing to comply with the new application and its requirements.
* Modified HP-UX kernel parameters to allow it to work with Remedy Flashboards.
* Integrated LDAP authentication with LDAP ARDBC and AREA plug-in.
* Upgraded the integrations with other applications with AR Server.
* Performance tuning of the AR Server and Database.

**SIEMENS (AUG '04 TO FEB 05)**

Siemens is one of the world's largest electrical engineering and electronics companies.

**Title:** Remedy Developer

**Environment:** Remedy ARS 5.6, Remedy ITSM 5.1.2, Win 2003 Server, MS SQL 2000 Server, IIS 6.0 with

* New Atlanta Servlet Engine, Crystal Reports 10i
* Implemented Change Request module to the existing Help Desk 5.6 application.
* Customized Change Module with new features based on Business rules.
* Created a custom report console and integrated it with Crystal reports.
* Crystal reports were integrated to the web using the DSN names provided by Siemens.
* Build complex workflow using filter guides & other objects

**CP SHIPS (MAR '02 TO AUG ‘04)**

CP Ships was a large Canadian container shipping company now part of Hapag Lloyd since late 2005.

**Title:** Remedy Developer

**Environment:** Remedy ARS 4.0/5.5 ITSM 4.3/5.6, Remedy Helpdesk, Change Management, Solaris 9, Oracle 9i, Apache with Tomcat, Crystal Reports 9i,

* Upgraded ITSM 4.3 to ITSM 5.6 and AR Server to version 5.5.
* Wrote Custom scripts for Data migration.
* Performance tuning of Remedy application by analyzing logs
* Building New Reports using Crystal reports 9 and 10.
* Created functionality for auto responder facilities and auto tracking of status.
* Created a survey application on ARS to survey user’s satisfaction of problem resolution.
* Created multiple Flashboards to display on manager console.
* Created different views of the user interface to support multi-lingual user base.
* Developed Category Type and Items after understanding Business processes.

**PRESCIENT TECHNOLOGIES LTD (SEP’01 TO MAR’ 02)**

Valuation of Stores Issue Vouchers based on various Receipts and Issues of goods, in and out of Stores, on a time scale basis. Priced Stores Ledger involved preparation of Account-wise Journal Vouchers that are posted to Financial Accounting System. On-line query facilities and reports are also provided.

**Title:** Database Administrator

***Environment:*** *Windows 2000 Server, Oracle 8i, PL/SQL, SQL\*Plus*

***Role:*** *Oracle DBA/Systems Analyst*

* Provided DBA activities such as database creation, setting roles for users etc.
* Used EXP/IMP for backup and restore.
* Database tuning by optimizing queries and setting/using proper indexes, tablespace management.

**SHAHEEN COTTAGE INDUSTRIES PVT. LTD, OCT’ 00 TO AUG’ 01)**

Payroll Accounting System

The system provided various reports like Pay-stubs, Vacations, Pension, regulatory reports, Loan deduction statements, Income Tax related reports and various action triggered reports like late/early in/out report and trend report.

**Title:** Oracle DBA/Systems Analyst

***Environment:*** *Windows 200 Server, Oracle 8, PL/SQL, SQL\*Plus*

***Role:*** *Oracle DBA/Systems Analyst*

* Involved in DBA activities such as performance tuning running EXPLAIN PLAN, optimizing queries, memory tuning and setting up proper indexes and usage, network administration and space management.
* Performed requirements analysis, coding and implementation. Extensively used PL/SQL for procedures and functions, developed screens for various types of reports like Tabular Report, Master Detail report and Letter form.

**JK CEMENTS LIMITED.(PART TIME) (NOV’ 99 TO SEP’ 00)**

Financial Accounting System

**Title:** Oracle DBA/Systems Analyst

***Environment:*** *Oracle 7.3, PL/SQL, SQL\*Plus*

* Involved in DBA activities such as database creation, used EXP/IMP for backup and restore, database tuning by optimizing queries and setting/using proper indexes, table space management, setting roles for users etc.