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| **Vinoth** **Service Specialist**• *vinoth.330424@2freemail.com* •*Abu Dhabi, UAE*Personal Details: DOB: 6/3/1990•Tamilnadu •India•Male•Single | *C:\Users\user\Documents\Capture.jpg* |

A highly qualified, dedicated, results-driven, and accomplished IT Service Specialist. Recognized as a high-calibre professional with diverse skills in change, incident, service request, CI status changes, linking,and synchronizationof data toCMDB. Adept at managing service requests in CMDB and work orders for adding business applications, and in performing, monitoring, and scheduling of TADDM discoveries; able to create/modify scopes in TADDM and access lists inTADDM.

Recognized as a well-spoken, energetic, confident, and personable person. Possesses a wide breadth of experience transferrable to multiple career sectors. Acollaborative communicator continually focused on building relationships and promoting synergy across business lines to drive positive changes, cohesive, comprehensive business approaches, and enhanced operations.

***Areas of Expertise include:***

Configuration Management | Asset Management | System Administration | Troubleshooting | Issue Resolution | Server & Network Devices | DB Troubleshooting | Non-Web Programming Languages | SQL Server | Operating Systems | Networking & Hardware | CMDB Advanced | ServiceNow | CMDB | Discovery (ServiceNow& TADDM) | ITSM Admin | Change Management | Incident Management

**Professional Experience**

**APPLIED MATERIALS**•Bangalore, India•3/2016 – 8/2016•**IT Service Specialist - CMBD**

Demonstrated an in-depth, hands-on knowledge of ServiceNow CMDB, ITSM Administration, ServiceNow Discovery,SCCM Discovery Administration, handling of Configuration Management, and Asset Management. Collaborated with the Procurement Team, and the Server & Networkingteams. A key player involved in business management callsin partnership with the management team.

Managed end-to-end configuration management ticket queues including changeand incident tickets. Administered all change requeststhat belonged to servers and networkinglifecycles.Submitted weekly reports for new build servers and end-of-lifeservers to all managers and department heads.

**Selected Contributions:**

* Completed CMDB – Configuration Item audits.
* Successfully maintained servers, application, and database service line architectures.
* Maintained an overall 97% SLA and SLO.

**IBM**•Bangalore, India•11/2013 – 3/2016•**Senior Operational Professional**

Responsible for Discovery Management, CMDB Administration, and server troubleshooting.Worked successfully in a cross-functional team environment including with development, networking, operating systems, databases, and application servers. Maintained open channels of communication with IT personnel to build application and business service models in TADDM and the CMDB.

Managed multiple tasks simultaneously and adapted quickly to changes. Tasked with managing incidents, service requests, and CI status changing/linking and synchronizing for data to the CMDB. Managed service requests in CMDB and work orders. Attended and actively participated in regular incident management meetings. Monitored and scheduled TADDM discoveries. Reported to Configuration Management teams on Discovery Health and Discoveries; and resolved discovery issues. Tracked customer requirements, and created scripts to collect custom information about various systems.

**Selected Contributions:**

* Collaborated with data gathering architects to gather information needed for target accomplishments.
* Performed discoveries and troubleshot access issues on Discovery systems; performed updates and upgrades to TADDM systems.
* Demonstrated a strong attention to detail and the ability to follow through with open issues until resolved.
* Resolved LDAP, HOST Signature, WMI, user authentication, and network-related issues.

**FIRST SOURCE SOLUTION**•Chennai, India •3/2013 – 11/2013•**Process Associate**

Worked in India’s leading Telecom Company Project. Maintained India’s customer details and customer service call details.Prepared daily, weekly, and monthly reports. Conducted user access administration in SQL servers.Developed multiple dashboards as per customer requirements.

**Education & Training**

* **Master of Science in Software Engineering**

anna University | Tamilnadu, India | 2012

* **ITIL V3 Foundation Certification**| 2014
* **Big Data & Hadoop Developer and Cloudera** Courses | Simplilearn | 2015
* **Smart Cloud Computing Desk Training** | IBM | 2015
* **CCMDB 7.5 Training and Certification** | IBM | 2015
* **SCCD Training and Certification** | IBM | 2015

**Language Proficiencies**

* **English** (Fluent)
* **Tamil** (Native)
* **Telugu** (Native)
* **Kanada** (Basic)
* **Hindi** (Basic)

**Personal Details:**

Visa Type: Visit Visa