**Saranya**

Email: **Saranya.347645@2freemail.com**

**Experience Summary :**

* IT professional with 7 years of total experience with fundamental knowledge on HP SaaS Application support and 2nd level IT support helping the organization grow with the new ideas I bring to the table and progress in my career with constant knowledge enhancement.
* Hands-on project and HP SaaS Tools Support experience in both internal operations and client service environments with related to ITIL.
* Having good client experience in discussing the business requirements and analyzing.

**Skills Profile :**

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| Databases | My SQL, SQL Server |
| Operating System | Windows Server 2003, 7/XP/NT/2000 professional, Windows Server 2008 R2 Enterprise |
| Tools | HP SaaS (HP PPM 9.x, HP uCMDB 9.x, HP Service Manager 9.x) |

**Certification :**

 ITIL v3 Foundation Certificate in IT Service Management.

**Awards :**

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| **Title** | **Category** | **Sub-Category** | **Received On** |
| On The Spot Award | Awards for Excellence | On The Spot Awards | 25/03/2013 |
| Star of the Month | Awards for Excellence | Star Awards | 22/07/2013 |
| On The Spot Award | Awards for Excellence | On The Spot Awards | 04/02/2014 |

**Qualifications :**

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| Degree and Date | University | Institute | Major and Specialization |
| Bachelor Of Science | Madras University  | JBAS | Information Systems and Management |

**Assignments :**

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| Project | **Aviva UK (Jan 2016 – October 2016)** |
| Organization | **Tata Consultancy Services** |
| Description | This Project involves various request types for the in-house applications and integrating the resource balancer with PPMA. We provide HP PPMA support tool including various modules which helps to resolve the technical issues and queries related to PPMC modules.  |
| Role | Application Support Analyst |
| Modules Handled | Demand, Deployment, Project, Resource, Configuration and System Administration |
| Modules Description | * Hands on experience on HP PPM Project Management, Resource Management, Time Management, Configuration, Demand, System Administration and Deploy management modules.
* Responsible for maintaining the list of authorized users who would access the system including creation of user names and passwords and keeping the list accurate and confidential according to customer’s internal policies
* Perform testing and ensure that requirements and standards are met.
* Supporting Resource Balancer tool integrated with PPMC.
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| Responsibilities | * Responsible for user account and access related requests based on new user, amendment and leaver requests and queries.
* Supporting Workbench and front end of the tool including various modules and functionalities.
* Providing support for project managers and teams to resolve the technical issues related to proposals, projects, risks, reports and financial summary.
* Creation of Staffing Profile, Project Cost Center, User Cost Center, Project Sponsor and Executive Sponsor in Project Management module.
* Create or amend resource pools and organization units, Cost Rule in PPM.
* Resolve issues related to timesheet, calendar, resource type, cost rate, roles and capacity.
* Deploy changes in development instance, create packages and migrate to Test environment in deployment management module
* Configuration of validations as per the business requirements
* Handled the issues related to Dashboard, Portlets, Work plans, Tasks, Staffing profiles in terms of demand and supply of the resources and manage their allocations.
* Configuring HP PPM Request Types and Workflows
* Updating the financial summary of the projects based on forecasts and actual costs in the system.
* Perform Lock File activities to process the payroll of the users based on their chargeable and non chargeable categories.
* Also, Worked on users, security groups and server tools in the System Administrator modules. Coordination with Polarisoft for any issues and required support.
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| Tools | HP SM9, uCMDB, HP PPM |

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| Project | PricewaterhouseCoopers US (PwC US) **(August 2013 – December 2015)** |
| Customer | PricewaterhouseCoopers |
| Description | This project is to support HP SaaS suite tools including various modules which helps in discovering all the IT infrastructure components. |
| Role | Application Support Analyst |
| Modules  | HP PPM, SM9(Incident Management, Change Management, Configuration and Problem Management)HP uCMDB - Administration ,Data Flow probes, Modelling |
| Responsibilities | Coordinated with internal teams ensuring that implementations are ready as required by client deadlines.Acted as single point of contact for severity issues .Participated in weekly, monthly meetings related to HP SAAS tools with client.Installing and Maintaining HP uCMDB Data Flow Probes. Maintaining the credentials for various protocols required for discovery.Responsible for resolving uCMDB Discovery errors. Monitored all critical component items of the uCMDB application and infrastructure-related components to ensure that availability, performance, and for the service are being maintained.Worked on WMI, SSH, NTCMD, SNMP Protocols; Troubleshooting skills on uCMDB server and probe issues; Discovery and advanced level discovery includes host, host resources, DB discovery, cluster, vmware etc.Application modelling experience and enrichment rule creation experience. Integrated HP tools and other third party tools.Administered HP PPM modules and handled the access related requests and queries. Ensured users have the right roles/permissions to accomplish their goals in HP PPM. To establish a feedback loop with vendor to ensure around-the-clock, in-house technical expertise to support and resolve any internal operational issues or problems affecting service delivery. |

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| Project | DBOI **(April 2011 – July 2013)** |
| Customer | Deutsche Bank |
| Description | This project is to support desktop related issues for the customerIn terms of software installation , email client configuration etc. |
| Role | Service Desk Analyst |
| Responsibilities | Diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues. Excel in asking probing questions and researching, analysing and rectifying problems.Provides technical support and problem solving services on the following areas:Windows 7, Windows XP, Windows Vista.MS Office 2013 and Office 2010 suites.Microsoft SharePoint.IP Peripherals – Cisco switches, routers and firewalls.Protocols – TCP/IP, DNS, DHCP, SMTP, FTP , HTTPSkilled in resolving various technical issues and processes in a timely manner that is easily understood by clients.E-mail client Outlook 2007configuration and troubleshooting. |
| Tools | DB Symphony |

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| Project | Cenlar **(April 2010 – March 2011)** |
| Organization | Wipro |
| Customer | Cenlar |
| Description | This project is to support desktop related issues for the customerIn terms of software installation , email client configuration etc. |
| Role | Technical Support Engineer |
| Responsibilities | Diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues. Excel in asking probing questions and researching, analyzing and rectifying problems.Provides technical support and problem solving services on the following areas:Windows 7, Windows XP, Windows Vista.MS Office 2013 and Office 2010 suites.Microsoft SharePoint.IP Peripherals – Cisco switches, routers and firewalls.Protocols – TCP/IP, DNS, DHCP, SMTP, FTP , HTTPSkilled in resolving various technical issues and processes in a timely manner that is easily understood by clients.E-mail client Outlook 2007configuration and troubleshooting. |

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| Project | Phoenix **( November 2008 – March 2010)** |
| Organization | HCL |
| Customer  | AT&T |
| Description | This project is to support desktop related issues for the customerIn terms of software installation , email client configuration etc. |
| Role | Technical Support Engineer |
| Responsibilities | Provided technical support in desktop troubleshooting and internet related issues. Technical support and problem solving services on the following areas:Windows 7, Windows XP, MacintoshMS Office 2010 suites.E-mail client Outlook configuration and troubleshooting. |