**Sujitha**

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**OBJECTIVE**



Seeking a challenging career position and to work in pragmatic way in your concern where I can show my talent and enhance my skills to meet company goals and objective with full integrity and zest

**Professional Experience & Expertise**



**Senior analyst- SNOW admin, IT service asset & configuration management: August 2014 to September 2017 (03 Years)**

**Company: HCL Technologies**

**Project 1:** Freescale Semiconductor (September 2014- March 2015)

**Project 2:** Entergy (April 2015–September 2017)

**Service Now:**

* In Service Now, handling of service request, incident, change task.
* Understand and create service catalog and templates as per user requirements.
* Review and maintain ticket queue by resolving tasks and to strictly follow SLA adherence.
* Developing and supporting IT Infrastructure services for change template, form creation, Email integration with incident creation.
* Configure Data sources, Import sets, SLA and transform maps.
* Mentoring and training new team members on their work area.

**Asset Management:**

* Ensure that the implemented Asset Management policies and procedures are aligned with the customers’ Corporate Asset Management policies and procedures.
* Manage and maintain the Asset lifecycle in keeping with the implemented Asset Management GBP process utilizing established status and sub-status values.
* Define and standardize the roles, procedures, standard checklists (including the verification of shipment details).
* Plan and conduct periodic audits as per the prepared audit plan
* Verify that all updates to the Asset DB have a valid and approved SR and/or RFC before making changes to CMDB
* Enforce adherence to the Asset Management policies and process
* Holding of frequent Software Asset Management Advisory Group Meetings
* Own and determine the onboarding roadmap in order to ensure it meets Entergy requirements
* Management of the Entergy relationships with Entergy stakeholders, accounts, Supply Chain and finance.

**Configuration Management Database:**

* Responsible for day-to-day operations of the process and timely update to the CMDB
* Responsible to coordinate with various teams via their CI custodians to ensure the CMDB is updated, and discuss any issues that need to be addressed
* Responsible to work closely with the Change Management Process which is the gateway to the CMDB to address issues like unauthorized changes.
* Responsible to educate the technology tracks on how to use the CMDB and ensure they understand their role in accordance to the policies and procedures of CMDB.
* Responsible to make manual update CMDB if required on demand, run targeted discovery and reconcile discovered data in the golden dataset.
* Responsible to inform CI owners to update non-mandatory non-discoverable attributes.
* Responsible to engage Discovery specialist to configure application discovery as and when required.

**Educational Details & Professional Training Programs**



* 2010-2014 Bachelor of Technology in Information Technology with First Class from Anna University.
* 2010 Completed Higher Secondary from St Mary’s Girls Higher Secondary school.
* 2008 Completed SSLC from SKNS PMC Vivekananda Vidyalaya.
* In-plant training at HCL private limited on hardware, networking, system administration and software platforms.
* ITIL Foundation certified
* Certified in C, C++ with Data Structures at Digiterati.

**Professional Synopsis**



* Hardware Asset Management
* Configuration Management Database
* Service Now Admin and developer
* Software Asset Management
* Process/Technical Training
* General Application**:** Service Now, CA-ITAM, ERP, SAP BASICS, C, C++, Java script, SQL, and Microsoft Office.

**Key Strength**



* Fulfilling task at time.
* Interested to keep myself open for any opportunity and seizing it when it comes.
* Proactive, team player and optimistic.
* Ability to move friendly with everyone.
* Flexible adaptive to any environment, work and people.
* Creating positive energy in team.
* Active Participant in cultural activities and events.
* Resolving the query quickly at first attempt

**Personal Vitae**



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| Date of Birth | : | 05th January, 1993. |
| Languages Known | : | English, Hindi, Tamil and Malayalam. |
| Nationality | : | Indian |
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| **Declaration** |  |  |
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I hereby declare that the above facts furnished by me are true to the best of my knowledge and belief.

Yours Faithfully,

Sujitha