***RESUME***

*RASHMI CHANDELE*

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*Number : +917387262319/7066575367*

“*IT Specialist with approx. 4 years of professional experience in Information technology group data service. Expert and highly familiar in Incident and Problem Management for UBS Client with a wide variety in working many of the application related issues. Possess B-tech Degree in Electronics and Communication engineering from SNDT Women’s University”*

***TECHNICAL SKILLS:***

* *Operating System: Microsoft Windows , Linux (RHEL 7)*
* *Service Now (ITSM)*
* *RDBMS, Oracle , Sybase*
* *Linux Administration.*
* *Business Objects for Reporting purpose.*
* *Autosys*
* *Informatica*

***INTERPERSONAL SKILLS:***

* *Full of self confidence.*
* *Ability to work in new challenging environment.*
* *Ambitious and hard working in nature.*
* *To work with positive attitude, innovative, punctual and sincere at work and team lead.*

***PROFESSIONAL EXPERIENCE IN INFOSYS LTD:***

***I] GROUP DATA SERVICES FOR UBS CLIENT***

***A] TECHNOLOGY ANAYLST [****Time frame: 1st January 2019 till date****]***

* *Creating service now reports and Dashboards*
* *Taking ownership for technical solutions*
* *Working with end user groups to evaluate and solve the problems.*
* *Creating KB articles in Service now*
* *Good experience in managing ITSM for problems in Service now.*
* *Worked with Business Analyst to gather and review requirements.*

***B] SENIOR SYSTEM ENGINEER [****Time frame: 1st January 2018 till 31st December 2018.****]***

* *Monitoring multiple application and right time escalations.*
* *Experience in working for Incident, Problem and Change Management in Service now tool.*
* *Has worked on weekends to support patching activities and co ordinate it.*
* *Automation: Prepared UNIX scripts and scheduled autosys job for reporting purpose for Business.*
* *Scheduled few reports in Business Objects {SAP}.*
* *Appreciated by Client / Users to solve the trading related issues to prevent Business loss for Equities trade.*

***C] SYSTEM ENGINEER [****Time frame: 1st June 2016 to 1st January 2018]*

* *Woking for UBS Client as Business Application Support.*

***D} SYSTEM ENGINEER TRAINEE [****Time frame: 7th December 2015 to 31st May 2016]*

* *Trained in RDBMS, OOPS, PYTHON, OPERATING SYSTEM: WINDOWS POWER SHELL AND UNIX SCRIPTING, LINUX ADMINISTARTION.*

***PROJECT EXPERIENCE:***

***PROJECT 2***

*UBS: CLM (CLIENT LIFECYCLE MANAGEMENT)*

* *Responsible for Service Now System Administration, Customization and Development*
* *Created CI and managed UI interface.*
* *Enhancements and modifications in Service-Now Tool to make the design and functionality of the tool more effective with the Service now team.*
* *Managing Service-Now Incidents, Problems, Change Requests module configurations.*
* *Development of common platform applications: Service Catalogue, Incident Table, Change management, SLA's, Reporting etc*

***PROJECT 1***

*UBS: (REFERENCE DATA REPORTING)*

* *Experienced in ITIL framework - Incident Management, Change Management and*

*Problem management and extensive knowledge working on Application PROD*

*Support and Batch Monitoring.*

* *Creation of various Reports/Surveys depending on the customer Requirement.*
* *Participated in Analysis, Design, Development, Testing and Support stage of Service Now*

*Methodologies.*

* *Autosys job scheduling in production.*
* *Migration of Autosys jobs from various instances.*
* *Testing for technical BRT once the code is deployed on production*
* *Trained in Linux Administration to install RHEL 7*

***EDUCATIONAL QUALIFICATION:***

*UMIT, SNDT WOMEN’S UNIVERSITY, JUHU TARA ROAD, SANTACRUZ, MUMBAI*

*B Tech in Electronic and Communication Engineering. Pass out May, 2015*

*Passed with A+ grade*

## DECLARATION :

*I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.*

*Place: PUNE*

*Rashmi*