**Debosmita Das**

**Systems Engineer**

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**das.debosmita2011@gmail.com**

**CAREER OBJECTIVE**

Seeking a challenging and rewarding opportunity with an organization of repute, this recognizes and utilizes my true potential while nurturing my analytical and technical skills in the field of IT.

**PROFESSIONAL SUMMARY**

* Having 3+ years of experience in IT Industry in ITSM technology.
* Knowledge on ITIL life cycle, thus following the best practices of ITSM Process and also aware of the Process flows of incidents, changes and problems in BMC Remedy Application.
* Coordinating with the Incident Management, Service Delivery Manager and Service Provision Manager to understand the business requirements and resolving the issues within the stipulated SLA.
* Coordinating with the Incident handling Team, Development Team / Customization Team on daily basis to gather requirements for the deployment.
* Interacted with various business team members to gather and document the requirements.
* Utilizing my skills in an organization that appreciates innovation and hard-work and to believe in organizational and personal development.
* Coordinated and transferred knowledge to the offshore team and to the team members.
* Team Management skills and Team player with ability to work effectively with all levels of organization and individually as well.
* Interacting with the Support Teams and Development Teams accordingly to discuss about the reported issues or changes raised by different Clients or Users to know the requirements, cause and the impacts by participating in Weekley CAB meeting.

**TECHNICAL SKILLS**

**Tools :** BMC Remedy, Service Now, SOAP UI, Developer Studio, BMC Migrator

**Operating System :** Windows XP, Windows 7, Windows 8, Windows 8.1, Windows 10

**EDUCATION**

**BE in Computer Science and Engineering (CSE), 2015**

New Horizon college of Engineering under VTU

**PROFESSIONAL EXPERIENCE**

**CGI, Bangalore, INDIA**

**Systems Engineer**

**Role: Analyst**

**CLIENT**: **Multiple Clients (UK, Canada and Germany) - February, 2016 to October, 2018**

**Delivery Unit – Global Technology Operations (GTO)**

Responsibilities:

* Creating requests based on the emails received from one of the famous Multinational Telecommunication Clients for broadband, billing, mobile services and account related issues in UK ITSM tool and assigning to the respective Support Group based on the issues.
* Solving application related issues referring to the Knowledge based wiki articles to troubleshoot the issues of the Users for one of the leading Canada Clients by using Canada ITSM.
* Raising requests in Service Now tool for one of the British Clients which is famous in providing Educational and Cultural opportunities worldwide and resolving the incidents / service requests that are within our scope.
* Worked as a part of Monitoring Team for a German Client to monitor the alerts in Service Now and coordinating with the Cross Functional Team to pick the issues on time to avoid SLA breach.
* Worked in Active Directory to manage the account issues.
* Unlocking the Accounts and resetting passwords for the CRM Accounts in Salesforce.
* Experience in Virtual desktops and RDP to log in to different servers.

**Role: Release management, Infrastructure maintenance and testing ITSM functionalities**

**PROJECT: BMC Digital Workplace , BMC Remedy ITSM– November, 2018 to till date**

**Geography: Europe (UK, Finland, Germany and Sweden)**

**Delivery Unit – Global Technology Operations (GTO)**

Responsibilities:

* Working on the work orders (Non Standard Service Requests) in UK ITSM.
* Testing the functionalities of the NSSR based on the requirements in UK and Nordics ITSM in Test and Development servers and updating the Test case documents accordingly.
* Well versed with Release Management Process.
* Exporting objects in Developer studio for taking back up of existing data.
* Importing Forms and Web Services in Developer Studio.
* Creation of all the code package in BMC Migrator tool and deploying in Preproduction and Production servers.
* Creation of release summary, release workflows and deployment steps as per the requirements.
* Sanity testing and Regression Testing in BMC Remedy ITSM for all the modules, including Incident, change, Problem, Work order, Knowledge Article and SRM.
* Using SOAP UI for creation and modification of Incidents, Changes, Problems and work orders.
* Creating web services and operations in Developer Studio and testing the same in SOAP UI.
* Maintaining and monitoring the MyIT Production Application and servers to ensure the services up and running.
* Analysing the basic errors of server side logs to troubleshoot MyIT Application issues.
* SSO Configurations for all MyIT Clients.
* Working on the Change requests by following the standard practices and change Process flows.
* Knowledge of configuring the Foundation data, that is, Company, Organisation, Location, People data, Support Groups, Operational and Product Categorizations in BMC Remedy.
* Knowledge of configuring Service Request Definition (SRD) in BMC Remedy ITSM by creating different templates, AOT and PDT.
* Updating Permission Groups in ITSM and providing access permissions for the Modules to the Users as per the requirements.

**REWARDS AND RECOGNITIONS**

* Rewarded and recognised as the Quality Champion twice for delivering the best quality work in FY17 Quarter 2 and FY17 Quarter 4.
* Rewarded and recognised as the Service Hero for top performance in all the parameters including efficiency, productivity and quality in FY17 Quarter 3.
* Received Appreciation from the Service Management Team in terms of delivering the best quality work.

**AREAS OF EXPERTISE**

* Eager to learn new technologies and methodologies.
* Good oral and written communication skills.
* Capable of accepting new challenges and quick at learning new things.
* Flexible and reliable in Teamwork.
* Ability to rapidly build relationship and set up trust.

 **EXTRA CURRICULAR ACTIVITIES**

* Passed Bisharad in Classical and Nazrulgeeti Song and secured 1st Division and Distinction respectively.
* Participated in various Social and Cultural programs and awarded for the same.
* Attended BSNL cultural function and secured second position.
* Received Special Appreciation Certificate for social service from Help Age India, New Delhi for creating awareness and assistance in raising funds for the care of elderly, irrespective of race, religion, caste or creed in July, 2006.

**PERSONAL PROFILE**

Full Name: Debosmita Das

Father’s Name: Mr. Nishi Kanta Das

Date of Birth: 1st October, 1992

Marital Status: Single

Present Address: #23, 4th Cross, 1st Main, MaruthiNagar Main Road, Madiwala, Bangalore- 560068

**DECLARATION:**

I consider myself as an aspirant who has the thrust for knowledge and is willing to acquire myself with the true corporate skills. I hereby declare that the information furnished above is true to the best of my knowledge.

**Place: Bangalore Debosmita Das**