

**SUMMARY**

Around 5 years of experience in the field of Software Design, Development, Testing and BMC Software Products Support

- Adept in analyzing information system needs, evaluating end-user requirements, proposing innovative solutions and troubleshooting for complex information systems management
- Comprehensive understanding of project management life cycle, design & execution of Project Framework, Scope Management
- Presently associated with BMC Software as Senior Technical Analyst
- ITIL V3 Foundation Certified, 2012

**ACADEMIC CREDENTIALS**

M.Sc. Computer Science	the University of Pune, India	GPA: 7.2	Aug 2008 - March 2010
B.Sc Computers Science	the University of Pune, India	GPA: 6.8	July 2005 - May 2008

**TECHNICAL PROFICIENCY**

- BMC Technology: BMC Remedy ITSM, BMC Remedy CMDB, BMC Remedy ARS
- Programming: HTML,SQL, C, C++,Java
- Database: Oracle 10g, MySQL, MS Access
- Software Tools: Eclipse, QTP, HP QC 11, MS SharePoint
- Development Models: Agile, Waterfall, Hybrid

**WORK EXPERIENCE**

- **BMC Software Pvt. Ltd, Pune India**                      Role: Senior Technical Analyst, SME                      July 2012 - March 2015  
 Project: BMC Remedy on Demand, EMEA Region                      Technologies: ARS, ITSM 8.X, CMDB 2.x, Smart IT
  - Worked as Senior Technical Analyst for design, development and support for various BMC Software products like Smart IT, Change/Asset/Incident/Problem Management, SRM etc.
  - Led a team of 6 for 'Technical Enablement Program' for ARS Architecture Workflow, CMDB Concept and Asset Management
  - Gained cross functional competency and enhancement in BMC Products by working closely with Customer Engineering team
  - Played role of dedicated ROD Support Engineer for BMC's one of demanding Customer Cap Gemini
  - Key contributor to \$20M deal as Product Champion, Product Expert and Dedicated Support Engineer of the organization
- **BMC Software ITSM 8.x Suite**                      Role: Test Engineer                      Technologies: ARS, ITSM, SRM                      Nov 2011- June 2012
  - Led a team of 4 for integration testing, GUI and Locale testing of BMC Remedy ITSM application
  - Devised test plans, scenarios, test scripts for manual/automated testing of applications to ensure proper business compliance
  - Mentored entry-level team members on functionalities BMC Software ITSM 8.0 suite and facilitated knowledge transition
- **Tech Mahindra Pvt Ltd, Pune, India**                      Role: Technical Associate-Business Development                      August 2010 - Oct 2012  
 Project: Expedia-Product Management                      Client: British Telecom, UK                      Technologies: Java, HTML, BMC Remedy ARS 7.x
  - Implemented customization of Project modules like request, order management, Jeopardy, Bill of Material
  - Collaborated with Business Analysts, end users to gather business requirement and considered scope of the ITSM tool
  - Gained comprehensive understanding of project management life cycle including execution of Project Framework
- **Vyom Labs Pvt. Ltd, Pune, India**                      Role: Software Engineer                      April 2010 - July 2010  
 Project: Ticketing System                      Client: Internal Project                      Technologies: Java, HTML, Web Services, Oracle
  - Designed and Implemented module of Ticketing system for central task management
  - Involved in requirement gathering, techno-functional analysis for module of Ticketing

**TECHNICAL PUBLICATIONS**

[Are you planning to Upgrade to ITSM 8.1?](#)

- [The Pulse: Approvals not processing from the Application Pending form](#)
- [The Pulse: Managing Your UDM Data Load to BMC Remedy ITSM Applications](#)
- [Incorrect deletion of Used By relationship with People and Cl\\*](#)

**ACHIEVEMENTS & AWARDS**

- Rewarded with BMC BCP Employee Retention Program, Jan 2015
- Honored as 'BMC Communities Expert' and 'BMC Communities Champion', on the global level in April 2014 and June 2014
- 'Team First' award from BMC Software India Pvt. Ltd, June 2013
- 'Pat on the Back' award in Tech Mahindra Ltd, March 2011

- 'Employee of the month' award from Vyom Labs Pvt. Ltd, June 2010