***Devangi Saldur***

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**Career Objective:** To obtain a position of Remedy Developer in a reputed organization where I can practice my skills and education.

**Summary of Professional Qualifications**
Good understanding of design, development and deployment of Remedy ARS based solutions
Strong knowledge of Remedy Forms, Active Links, Filters
Adept at configuring and customizing Remedy 7.0 and 7.6O4.
Familiarity with Remedy Forms, Active Links, Filters, Escalations, Menus, Guides, Workflow.
Ability to articulate Remedy technical concepts .

**Education**

Bachelor’s Degree in Information Technology, 2009
V.P.M’s College of Arts, Science and Commerce, Mulund (East), Mumbai - 400081

Percentage – 62.83%

H.S.C,2006

Dnyanasadhana College of Arts, Science and Commerce, Thane(West) - 400 604.

Percentage – 61.00 %

S.S.C,2004

St. Xavier’s English High School, Manpada, Thane(West) – 400 607.

Percentage – 72.40%

**Experience**

Company:- **Mastercom Techservices Pvt Ltd.**

Client :- **Tata Telecommunications Ltd**

Designation:- Software Engineer
Period :- Oct,’10 – Jul,’13(2 years 9 months)

* Working as a Remedy Developer.
* Integrated Remedy and other applications for Help Desk.
* Provided Support for Customized application developed using ARS.
* Developed and customized Remedy application according to specifications.
* Provided development documentation.
* Provided support for Remedy Help Desk.
* Interacted with users in identifying and resolving Remedy issues.
* Performed data imports from other databases to Remedy.

Client :- **Tata Teleservices Ltd**

Designation:- Subject Matter Expert
Period :- Aug,’13 – Aug,'14

* Working as SME for TT System(Tivoli’s Service Request Manager) in Tata Teleservices Ltd.
* Understanding user requirements and analyzing.
* Understanding the pain points of developers during development and giving solutions.
* Testing developed functionalities with project team and then with users.
* Preparing test case documents for user acceptance testing.

 ***Projects Details***

* ***REGP – Planned Outage Module Enhancement***
	+ Developed workflow for auto closure of the planned outages.
	+ Developed workflow to send email notifications to external users of the affected organization by selecting external flag in the form.
	+ Developed workflow for automated confirmation to requestor once planned outage is submitted.
	+ Resolved the issues
		- Screen freezing
			* Modified workflow actions from push field to direct SQL.
			* Created index.
		- Modify All action is not working to close multiple tickets
			* Modified the workflow used to prevent the closure of tickets which are open as per users requirement.
			* Added workflow to restrict user to not close outage before planned end date is crossed.
* **Service Configuration and creating accounts to access Incident Management Console, Problem Management Console and Change Management Console*.***
* ***IP Troubleshoot Cross Launch Link***
	+ Created few fields and developed workflow to allow user to launch IPT Cross Launch Link based on Service Type of the Incident Tickets.
	+ Given permissions to the users as well as to new fields and workflows.
* ***OSP System Uptime for Problem Tickets***
	+ Created few fields and table to provide users to add OSP System Uptime details for specified problem tickets.
	+ Developed workflow to allow users to add, modify and delete the records from the table.
	+ OSP details will be visible based on the Resource Type and Link Type of the problem ticket.
* ***Remedy Integration with VMonitor Portal***
	+ Developed web service to flow data to incident interface form and then to help desk to create incident tickets for Blocking and Unblocking of circuits.
	+ Developed workflow to validate the input data from VMonitor.
	+ Existing workflow used to flow data to OTS for SR Number.
* ***Remedy Integration with Monolith Portal***
	+ Developed web service to flow data to incident interface form and then to help desk to create incident tickets.
	+ Developed workflow to validate the input data from Monolith.
	+ Developed web service to flow data to problem interface form and then problem investigation to create problem tickets.
	+ Developed workflow to validate the input data from Monolith.
* ***REGP – Network Ticket Customer Delay Update Notifications***
	+ Developed workflow to send delay update notification if network tickets for category traffic and information source of the ticket is Complaint is not updated within 24 hours.
	+ Created one html format for the notification.
* ***REGP – Major Outage Module***
	+ Developed new module i.e Major Outage Module to maintain and keep track of major outages for network tickets.
	+ Developed notification functionality when Major Outage is submitted to send notifications to external users and to internal users when distribution list configured.
* **Customer's Problem and Change Request History in Incident Management Console**
	+ Created two new tables in HPD:Help Desk Dialogs  form to display any pending network and planned tickets once user punch in the service id.
	+ Developed workflow to lookup for pending tickets in PBM:Problem Investigation and CHG:Change Infrastructure table.
* **Network Management System for GSM**
* Working as SME for TT System(Tivoli’s Service Request Manager) in Tata Teleservices Ltd.
* Requirement gathering and finalization.
* Understanding pain points of the users and developers and providing resolution.
* Conducting User Acceptance Testing with end users.

**Technical Skills:**

* Good Knowledge in BMC Remedy AR System, ITSM and MySQL.
* Web Services, Linux and Shell scripting.
* Good knowledge in Java,HTML.
* Knowledge of JBOSS Server and Eclipse IDE.
* Proficient in Surfing and Microsoft Office.