Rajaratnam J

ITSM Consultant, 9+ years experience
Chennai, India
https://augmntx.com/profile/itsm-consultant-rajaratnam-j/axf26734

+91 9820045154 | hr@augmntx.com

9.5 experience in Remedy ITSM/Helix Development /Admin and Support. I have worked in Telecom & Finance industries, with multinational experience working across different countries.

INDUSTRIES: Finance, Telecommunication

TECHNICAL SKILLS

• BMC Remedy	9 years & 5 months
• ARS Remedy	9 years & 5 months
• Oracle Basic	8 years
• ITSM	4 years & 5 months
• Helix ITSM	3 years

PROJECT DETAILS

• Ministry — December-2019 - July-2022

Project Description: Managed Services -Remedy ARS ITSM Development and Support
Responsibilities: Managed Services -Remedy ARS ITSM Design, Development and Support
Technologies: Remedy ITSM
Industry: Finance

• British Telecom — October-2013 - August-2018

Project Description: Remedy Developer and Support - Order Management/Incident Management
Responsibilities: Remedy Admin Developer and Support - Order Management/Incident Management
Technologies: ARS Remedy
Industry: Telecommunication

EMPLOYMENT HISTORY

• ITSM Consultant — January-2023 - September-2024

Description: BMC Remedy ITSM Helix development and Support

EDUCATION

• Bachelors degree in Engineering from Anna University — 2009 - 2013

LANGUAGES

• English - native

END OF DOCUMENT
This PDF is automatically generated by AugmntX on 20 Nov 2026
Profile URL:https://augmntx.com/profile/itsm-consultant-rajaratnam-j/axf26734