

**TEK0826 (PTC - Windchill - 6 yrs)**

■ Bachelor of Engineering

Highlights

- Around 5.9 years of experience in Windchill PLM System
- Good knowledge of Windchill concepts related to Document Management, Change Management, Workflows, Lifecycle, OIR, Vault configuration, participant administration, Access Control Rules, End user supporting, Installation of Windchill systems, CREO 5.1, Inventor and WGM
- Having good knowledge on Core Java. Performed OOTB Windchill UI changes activity and Workflow related activity.
- Sound knowledge of Windchill architecture and Functional knowledge.
- Knowledge of Business rules, Software requirements and writing Test Cases for Business scenarios and Documentation.
- Worked on Setting up Project Environment, development, training materials, testing, Support and maintenance.
- Experience in doing Windchill Business Administration and system Administration related activities.
- Worked on Windchill PDMLink 10.2 and 11.1 environment and IBM JAZZ ALM, Service now tool, Incident Management, ESR tool, Problem Management and Change Management.
- Worked on Windchill PDMLink Upgrade activities.
- Worked in Review of Test cases, Test execution, Defect reporting, Defect retesting, Analysis of Defects.
- Production server Monitoring, Daily, Weekly & Monthly monitoring & report preparation and delivering the same to customer on regular basis.
- Good knowledge of Windchill L2 and L3 support activities.
- Worked on ESR BMC Remedy and Service now tool as a Ticketing tool for day-to-day end user request and resolving the issues within SLA limit.

Skills

Primary Skills

- Windchill Support

Secondary Skills

- Configuration Management
- Windchill System Admin

Other Skills

- SLA Management
- Document Management, Change Management, Workflows, Lifecycle, OIR, Vault configuration, participant administration, Access Control Rules, End user supporting, Installation of Windchill systems, CREO 5.1, Inventor and WGM

Core Java. Performed OOTB Windchill UI changes activity and Workflow related activity

Windpower Windchill Support and Maintenance – ZF Group - Manufacturing Industry (24 months)

- PTC Windchill, PDMLink, Windchill 10.2 and 11.1 Environment
- Application Management
- Windchill PLM Business Administrations & Configurations
- Change Management Documentation Management Incident Management Team Building & Leadership
- Providing End User Support
- BMC Remedy and Service Now Ticketing Tool Application, CAD data management, PartsLink Classification of PDM system across the business units 24x5, working in rotational shifts in India to support China and Europe users APAC and EMEA timezone.
- Monitoring activities of Windchill system includes checking Event Management for upload status, WVS Job Monitor clearing successful jobs and resubmit failed ones, CAD workers for publishing activity, server status page for any reds or replica not responding, Queue Management for severe/failed entries, Non event job failed, preparing daily summary reports, support mail box update trackers and Remedy Ticketing tool monitoring etc.
- Understanding users' issues with in-depth study of requirements, to provide satisfactory resolution on first call with no impact to business. Ensure to meet and exceed Performance! IT helpdesk SLA's.
- High level Functional and Technical analysis, Manual Test case preparation, execution steps and evidence documentation for builds that includes bug fixes and minor enhancements.
- Contact Business users to understand the issue mentioned in tickets and to complete the ticket with details like Issue detailed description, Steps to reproduce etc.
- Troubleshooting and find out the issue functionality and suggest correct functionality, best practices to end user.
- Identify fixes for repetitive issues, KBA creation and recommend best practices.
- Provide recommendation of configuration fixes to L4 development team to develop and rollout in build packages.
- Weekly activities such as deleting the completed publisher queue entries through Queue manager utility.

Windchill 10.2 Maintenance – United Technologies (UTC) - Carrier Corporation - Manufacturing Industry (30 months)

The project aimed on working on end user issues related to Change management, Indexing, publishing issues etc.

Client: UTC – Carrier and OTIS project

- Acknowledging, investigating and resolving the issues/incidents reported by the Windchill users.
- Providing strong administrative and technical support expertise for PTC Windchill product data management system across business units 24x5, working in rotational shifts in India to support China and US users.
- Maintenance of the application and support tasks SR/Incidents tickets Analysis and Change management.
- High sense of ownership of the problems and requests assigned, focus on resolving issues in alignment with the SLAs, establishing and maintaining communication with customers to keep them updated with status of their requests, initiating and performing changes on production systems and proactively escalating any issues that cannot be resolved within the established timeframes.
- Attending ETR and TTR Meetings to explain the change summary to core team.
- Understanding users' issues with in-depth study of requirements, to provide satisfactory resolution on first call with no impact to business. Ensure to meet and exceed Performance! IT helpdesk SLA's.
- Ensure all requests for support, break-fix, change requests and enhancement requests are recorded in Issue tracker.
- Further coordinating with the L3 engineers for development issues, enhancements and customization requests.
- Coordinating with onsite team and client for understanding the new requirements.
- Monitoring the testing, development, staging and production server daily monitoring activities.
- Generating weekly overview report and review the status to the clients on weekly meetings – MS word, Excel and PowerPoint for generating reports effectively.

- Experience in preparation of process related documents standard work for the fix.
- Discussing with PTC for issues related to enterprise down, performance related issues, suggesting customer to deploy certain property changes into the system in order to better tune the Windchill performance.
- Server related activities such as new vault folder creation depends on the threshold limit, CAD worker clearing temporary files, Office worker, WVS Job monitoring, Server status, Publisher queue start activities, Hourly monitoring.
- Interacting with users over Skype, WebEx in order to resolve the issues which are critical and blocking the deliverables.
- Weekly activities such as deleting the completed publisher queue entries through Queue manager utility.

Windchill Customization: Quick links – Custom Utilities (L&T Internal) - Manufacturing Industry (30 months)

Adding Custom utilities in Windchill 10.2 under quick links home page using Custom-actionModels and Custom-action.

- Changing custom-action Models.xml to add the action name under quick links using navigation-action Models.xml file.
- Changing custom-actions.xml to locate the resource Bundle file and providing the location of Custom Utilities file.
- Add common Resource.java to provide RB Entry as Utilities for visibility in quick links UI.
- Locate the Custom Utilities.jsp file in the desired location of codebase.
- Creating text file of Util Names_TabSep for writing the names of each desired utilities jsp files with tab separating the description of each jsp file.
- Compiling and executing the common Resource file and validating the activity under quick links UI.

PDMLink Upgrade (L&T Internal) - Manufacturing Industry (12 months)

The project aimed on Upgrading the Windchill system from Windchill 10.2 to Windchill 11

- Installation of target Windchill system
- Having Backups of the source and target system data before starting upgrade
- Running the upgrade manager to upgrade the Windchill system
- Validating the data, performing the smoke test to ensure the data from source system is compatible with the target system post upgrade.

ACS Honeywell Windchill 11.0 Support and Maintenance - Manufacturing Industry (15 months)

The project aimed on working on end user issues related to CheckIn-Checkout issues, workspace issues, publishing issues and installation of CREO, WGM issues etc.

Client: Honeywell - ACS

- Investigating and resolving the issues reported by the Windchill users within SLA using Service Now as ticketing tool.
- Establishing and maintaining communication with customers to keep them updated with status of their requests.
- Common issues include Renaming objects in windchill, Moving objects to different containers, Set state objects, CheckIn-Checkout issue, Common space and Server workspace related and activating workspace issues, CREO 3.0 and WGM for ECAD & WGM for solidworks issue, WGM setup 11.0 M030(SolidWorks 2015and ECAD) CREO 3.0 and 4.0 installation and server registration issue, Creo View 4.1 setup from windchill and DTI, Clearing browser Cache and temp files, Publishing issues (WVS and CAD Worker).
- Understanding users' issues with in depth study of requirements, to provide satisfactory resolution on first call with no impact to business.

- Initiating and performing changes on production system and proactively escalating any issues that cannot be resolved within established timeframes by discussing it to core team.
- Monitoring activities of windchill system includes checking Event Management for upload status, WVS Job Monitor clearing successful jobs and resubmit failed ones, CAD workers for publishing activity, server status page for any reds or replica not responding, Queue Management for severe/failed entries, preparing daily summary reports, support mail box update trackers and Service now tool monitoring etc.
- High sense of ownership of the problems and requests assigned and focusing on resolving issues in alignment with the SLAs.
- Working closely with Product Engineers, Software Developers, Product Managers and subject matter experts to implement upgrades and releases on time.
- Providing strong administrative and technical support expertise for PTC Windchill PDMLink, ProjectLink, Change Management, Windchill product data management system for APAC, EMEA and US users.

IBM Jazz ALM Tool Support – United Technologies (UTC) - Manufacturing Industry (6 months)

IBM Jazz ALM tool support

- As a functional Administrator.
- Providing software tool licenses to the end users.
- Investigating the L2 issues in 3 different tools of IBM Jazz.
- Providing support to following integrated tools of IBM Jazz.
- Requirement Management(RM)
- Quality Management(QM)
- Change and configuration management(CCM)
- Proving quality of solution to the end users.
- The status of ESRs been regularly tracked and preparing a standard report on weekly and monthly basis(Meeting)

Awards

- Recieved star of the month award for 3 consecutive months for working in UTC C Carrier Windchill support project in L&T technology services Ltd.
- Spot award in ITC Infotech Ltd for workout in project related to William Sonoma Flex PLM support project.
- Building internal team to perform Windchill upgrade from 10.2 to 11.1 system