

Dnyaneshwar Pandit

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Professional Summary

- 1.5 years of experience in IT industry working on ServiceNow.
- Experience in development: business rules, script includes, client scripts, UI policies, UI actions, service catalogs, workflows, background scripting, tables and application creation, glide records, notifications.
- Experience in controlling system access & data security using ACL's.
- Experience working on import set and transform map.
- Good exposure to JavaScript, HTML5, CSS3, bootstrap.
- Experience in ITSM applications (i.e., incident, problem) implementation, customization, support.
- Experience on service portal configuration like rebranding, customizing customer's portal.

Primary Skills

- ServiceNow Development
- ServiceNow Administration
- JavaScript, Bootstrap

Experience :

Concentrix.

Projects:

Technical Support

Description : This Project primarily focused on solving technical issues of digital teaching platform.

Responsibilities:

- Worked on Whitehat Junior Project.
- Handled escalation between teachers and students.
- Guided students and teachers about virtual teaching sessions.
- Testing Whitehat Junior session platform and reporting to developer team.
- Handled work in critical situations.

VR Software Solutions.

Projects:

ServiceNow Development

Description : This Project primarily focused on ServiceNow incident management.

Responsibilities:

- Customized incident, problem and change modules.
- Created custom views of existing forms as per roles.
- Worked with Import set and transform maps.
- Designed and customized SLA definition.
- Worked on reference qualifier.
- Worked on glide ajax and glide systems.

ServiceNow ITSM Administration

Description : Aim of this project was to perform different administration activities and development activities in ServiceNow.

Responsibilities:

- Experience working with ServiceNow service catalog.
- Experience in ServiceNow development, administration, implementation and configuration using ServiceNow ITSM solution.
- Experience of implementing catalog items and workflows within ServiceNow.
- Created users/groups as per requirement.
- Created ACLs for custom tables.
- Created catalog UI policies and client scripts with respective to the requirement given.
- Created service catalogs, variable sets, order guides and record producers.
- Implemented UI policies, UI actions, client scripts. configured notifications and events.

Educational qualification :

Qualifications	Institution	Board/University	Percentage	Year
M.Sc. (Comp. Sci.)	ASM'S CSIT, Morwadi	Pune University	74%	2019
B.Sc. (Comp. Sci.)	Prof Ramkrishna More ACS College	Pune University	50%	2016
HSC (12th)	SMV Jr. College	Maharashtra Board	45%	2013
SSC (10th)	S. D. Ganage prashala	Maharashtra Board	73%	2011

Personal details:

- Nationality : Indian.
- Date of Birth : March 10,1996
- Gender : Male.
- Address : Krishna kunj, gurudatta soc., triveninagar, talawade, Pune- 411062.
- Strengths : Adaptability, Quick Learner, Hardworking, Positive Attitude.
- Language known : English, Hindi, Marathi.