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Summary:

Seasoned ServiceNow professional with over 11 years of experience in technical architect and development and management roles. Proven track record of delivering high-quality solutions for clients across a range of industries, including retail, media, finance, healthcare, and technology. Skilled in the design, development, and implementation of ServiceNow applications, workflows, and integrations. Strong leadership and project management abilities, with experience managing cross-functional teams and leading complex projects from conception to delivery. Adept at collaborating with clients, stakeholders, and team members to drive successful outcomes. Seeking a challenging role in a dynamic organization where I can leverage my expertise to drive innovation and business value.

Key call outs:

- ◆ Led the development and delivery of multiple successful products across various industries, resulting in an increase in revenue by 35% in the last year.
- ◆ Collaborate with cross-functional teams to gather requirements, design product features, and ensure successful product delivery.
- ◆ Conduct market research and competitor analysis to identify emerging trends and opportunities for product development.
- ◆ Develop product roadmaps and prioritize product features based on customer needs, market trends, and business objectives.
- ◆ Establish and maintain relationships with key customers to gather feedback and ensure customer satisfaction.
- ◆ Provide guidance and mentorship to junior team members.

High Level Roles and Responsibilities as Architect:

- ◆ **Leading design and development efforts:** As a ServiceNow architect, I am responsible for leading design and development efforts for ServiceNow solutions. I work with stakeholders to gather requirements and design solutions that meet their needs.
- ◆ **Providing technical guidance:** Provide technical guidance to developers and other team members, ensuring that they follow best practices and adhere to established development standards.
- ◆ **Creating and maintaining technical documentation:** Create and maintain technical documentation for ServiceNow solutions, including design documents, functional specifications, and other documentation as needed.
- ◆ **Developing and implementing ServiceNow integrations:** Responsible for developing and implementing ServiceNow integrations with other systems, such as HR systems, finance systems, and other enterprise applications.
- ◆ **Conducting code reviews:** Conduct code reviews to ensure that code is well-structured, follows best practices, and is maintainable.
- ◆ **Troubleshooting and resolving issues:** Troubleshoot and resolve issues that arise in ServiceNow solutions, working closely with developers, administrators, and other team members to resolve issues quickly and effectively.
- ◆ **Staying up to date with ServiceNow updates and trends:** Stay up to date with the latest ServiceNow updates and trends, ensuring that ServiceNow solutions are designed and developed using the latest best practices and technologies.
- ◆ **Mentoring and coaching team members:** Mentor and coach team members, helping them to develop their skills and advance in their careers.
- ◆ **Participating in project planning and management:** Participate in project planning and management, providing input on timelines, resource requirements, and other project-related issues.
- ◆ **Providing training and support:** Provide training and support to end-users of ServiceNow solutions, ensuring that they can effectively use the solutions that have been developed.

High Level Technical Roles and Responsibilities:

- **Designing and developing ServiceNow solutions:** Responsible for designing and developing ServiceNow solutions, including configuring and customizing ServiceNow modules, creating workflows, and developing custom applications and integrations.
- **Conducting technical assessments:** Conduct technical assessments of ServiceNow solutions, identifying areas for improvement and recommending changes to improve performance, scalability, and maintainability.
- **Providing technical leadership:** Provide technical leadership to developers and other team members, guiding them in the use of ServiceNow development best practices and ensuring that solutions are developed to meet industry standards.
- **Ensuring adherence to ServiceNow development standards:** Ensure that development work adheres to ServiceNow development standards, including the use of ServiceNow's development methodology, best practices for code organization, and other standards as applicable.
- **Integrating ServiceNow with other systems:** Responsible for integrating ServiceNow with other systems, including third-party software and custom-built applications, using web services, REST APIs, and other integration methods.
- **Implementing security best practices:** Implement security best practices for ServiceNow solutions, including the use of access controls, data encryption, and other security measures to protect sensitive data.
- **Troubleshooting technical issues:** Troubleshoot technical issues in ServiceNow solutions, working with developers, administrators, and other team members to resolve issues quickly and effectively.
- **Identifying opportunities for automation:** Identify opportunities for automation in ServiceNow solutions, using scripting, workflows, and other tools to streamline processes and reduce manual effort.
- **Conducting performance testing and optimization:** Conduct performance testing and optimization for ServiceNow solutions, identifying areas where performance can be improved and implementing changes to improve response times and reduce resource consumption.
- **Keeping up to date with ServiceNow updates and technologies:** Stay up to date with the latest ServiceNow updates and technologies, ensuring that ServiceNow solutions are developed using the latest tools and techniques.

Project/Work Level Roles and Responsibilities:

- ~9 ServiceNow implementation for big enterprises end to end for different customers which include modules like ITSM, Service Portal, HRMS, Discovery, CMDB, Asset management.
- Have been leading platform and technical architecture for ServiceNow and products like HRMS, Scope applications, Integrations, ITOM.
- Good understanding of ITIL Process and best practices of ITIL.
- Excellent knowledge and working experience in various ServiceNow integrations using Web services, MID Servers, Data Sources, LDAP Servers and import sets.
- Integrated & Orchestrated ServiceNow with multiple cloud applications like Azure, AWS and Office365.

Supporting Skills:

- Product management and development
- Strategic planning
- Market research and analysis
- Customer engagement and satisfaction
- Cross-functional team leadership
- Project management
- Budget management
- Strong communication and presentation skills

Technical Expertise

Products	ServiceNow, Workday, SAP HRO, Data Lake/Warehouses, SCCM, SolarWinds
Product Domain Expertise	HR, IT, Retails, Media, Manufacturing
ServiceNow Domain Expertise	ServiceNow platform, IT service management (ITSM), IT operations management (ITOM), IT business management (ITBM), HR service delivery, Asset management , Integration
Scripting Languages	Java Script
Infrastructure	Datacenters, Web/APP Servers, Clusters, Routers, Switches, Firewalls, Storages, Load balancer, Databases, ESX, Azure, AD Concepts, LDAP, Exchange, O365, AWS Business Applications

Professional Experience

Organization	Role	Work Location
Walmart Inc	ServiceNow Lead Architect	Bengaluru
Walt Disney (DTSS)	ServiceNow SME/Lead	Bengaluru
Thomson Reuters	ServiceNow Sr Developer	Bengaluru

Education Qualification

- Bachelor of Technology (IT), RTU University (2012)