SHIVAM SRIVASTAVA

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Professional Summary

An innovative and result oriented ServiceNow Solution Architect with strong leadership, Problem solving analytical skills with 8+ years of experience.

Experience

Solution Architect   02/2022 to Current
Deloitte   London, UK

- Lead technical aspects of project delivery and solution delivery for engagements
- Provide technical leadership on best practice for ongoing support of ServiceNow
- Lead the configuration and development of modules to meet customers business outcomes and requirements
- Work with the customer to ensure the configuration of ServiceNow meets their overall requirements including drafting technically focused user stories, acceptance criteria, testing strategy, and knowledge transfer
- Identify potential "problem" areas within customer ServiceNow environments and provide advice on problem resolution
- Work with the customer during Kick-off calls to identify their requirements for the ServiceNow platform and modules
- Good Experience in Encryption
- Handled team of 10 Offshore resources
- Stakeholder Management
- Service Portal Implementation
- Good Experience of HRSD , Custom Apps , ITSM , SPM Product Packages

Associate Consultant   11/2017 to 01/2022
Infosys Limited   Swindon, UK

- Worked in the Telecom, BFS & Air Aviation projects located across the world.
- Worked from client location **Wellington, New Zealand** to gather the requirements from the client for base lining the project from the scratch **(Feb'2018 to Dec'2018).**
- Managed the team of 4-6 freshers
- Worked in work flows
- Worked in ITBM suit
- Worked in SSO configuration & first login page.
- Designed the service portals.
- Worked on dashboards and reports.
- Worked on domain separation.
- Worked in Facility module
- Got the exposure to work in basic SecOps implementation with the help of ServiceNow team

ServiceNow Technical Consultant   07/2017 to 11/2017
Accenture Technology Solutions   Pune, India

- Worked in shared services projects
- Projects details: Worked in Coach US, Whirlpool & Michelin projects as a ServiceNow technical consultant Where I've worked on user stories for IM, PM, CM and SRM and custom applications
- Worked in the enhancements in IM, CM, HR and Time Card, Chat
- Got an exposure to implement Schenzan PR and PR Shunde custom modules Integrated ServiceNow with other ServiceNow instances and also with the 3rd party applications
- Have created some notifications, reports and also scheduled the reports Worked in work flows related to the change modules
- Worked in ServiceNow Administrative activities
- Worked in Incidents and Ad hoc requests
- Gathered the requirements for client for monthly release & took the complete end to end ownership.

Infra Developer   04/2015 to 07/2017
Cognizant Technology Solutions   Pune, India

- Worked in multiple projects including life science projects
- Projects details: Worked in Credit Suisse, TriZetto, Bard US as a ServiceNow developer Where I've

Implemented IM, PM, CM and SRM modules end to end
- Integrated ServiceNow with other ServiceNow instances and also with the 3rd party applications such as Jira and BMC Remedy to pull the data from these tools
- Have designed UI Pages for the custom requirement in incident management module
- Have created custom Applications
- Created Notifications, Reports
- Have Configured dashboards & SLA definitions.

Core Qualifications

- ITSM Core Applications
- ServiceNow Implementation
- Solution Designing
- Requirement Gathering
- Stakeholder Management
- Service Portal Designing
- Integrations using SOAP/REST
- SSO & Mid Servers Set up
- Domain Separation
- Reporting and Dashboard
- ITIL Process
- SDLC and Agile Methodologies

Accomplishments

- Awarded as the INSTA AWARD by the client at onsite (New Zealand in October 2018 and in United Kingdom in January 2019)

Certifications

- ITIL® 2011 Foundation
- ServiceNow Admin Certified

Education

Bachelor of Technology: **Information Technology**
BBDNITM