AMIT SAXENA

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ServiceNow Consultant with 19+ years of proven record of accomplishment in consulting, implementation, service management, operational excellence and people management. Rich experience in multiple domains such as Banking, Insurance, Airlines, Retail. Shipyard, Hi-Tech. Currently working as ServiceNow Consultant for ServiceNow CoE. Played key roles in successful implementation of ServiceNow for multiple customers. Good understanding on descriptive, prescriptive & diagnostic analytics as well as Cyber Security.

Certifications

- Certified: ServiceNow Certified System Administrator
- CIS – CSM, ITSM, APM
- Micro Certification – Configure CMDB
- Micro Certification – CMDB Health
- Micro Certification – Virtual Agent
- Certified: CyberArk Trustee
- Certified: ITIL Intermediate Continual Service Improvement
- Certified: ITIL Intermediate Service Strategy
- Certified: Microsoft Office Specialist – Excel 2010 Expert
- Certified: ITIL v3 Foundation

Key Skills

- Customer requirement understanding and implementation
- Excellent customer focus and adaptability
- ServiceNow ITSM, HRSD, SecOps (SIR) , CMDB Discovery & Health, APM, Virtual Agent, NLU,GRC (Policy and Compliance), CSM, FSM
- Advanced MS Excel Skills and MS Office skills
- Excellent verbal and written communication skills
- Demonstrated excellent analytical, creative and problem-solving skills as well as attention to detail
- Good fault-finding skills with logical approach to problem determination
- Microsoft Power BI, Tableau

Organizations Summary

Name	Start Date	End Date	Role/Designation
TATA Consultancy Services	December 2010	Till Date	ServiceNow Consultant
Wipro Technologies	February 2005	December 2010	Project Lead

Overseas Exposure

Country	Duration	Customer Domain
United Kingdom	Jan'2019 to Jun'2020	TTH, BFSI, Retail
United States of America	May'2016 to Sept'2017	Hi-tech

Experience Summary

Job Title: ServiceNow Consultant **Client: BFSI, TTH, Retail** **Location: Gurgaon, India** **Duration: Oct'17 – till date**	- Driving large Service Management Transformation programs involving ServiceNow ITSM/ITOM//SecOps (SIR)/ APM/ Virtual Agent / - Fair knowledge and understanding about HRSD/CSM/ FSM modules - Work closely with Technical Architect in the development of the solution - ServicenNow Virtual Agent integration with Slack & Microsoft Teams, custom topics creation, and NLU setup - Successful implementation of SecOps SIR integration with Azure Sentinel and Splunk - ServiceNow integration with AWS Lambda via REST API for Incident - ServiceNow integration with AAD SSO - Done POC for ServiceNow Discovery with Azure and CMDB Health setup,, & Incident module with JiRa - Develop business (customer) level presentations on technical solutions - Serve as the leading process and technical consultant with client and internal colleagues on design & implementation - Perform assessment and provide consultation to clients on solving through the use of technology & tools - Building trust, loyalty and solid long-term relationships with key decision-makers - Provide training/presentation on ServiceNow modules and related solutions - Collect information on the needs identified by the clients. Analyze and recommend business solutions - Respond to technical questions received via RFP and or RFI in an accurate and timely fashion - Develop understanding to the customer's environment and our ability to provide solutions - Work collaboratively with Technical teams or partners to establish specific account plans and strategies - Participate in weekly Solutions Consulting and Product Management meetings to stay up to date on current technical concepts on future product enhancements - Collaborate with Solution Architects while creating functional designs, technical designs and solution documentation - Technical aptitude to train and gain proficiency in ServiceNow related solution - Engage in new business development and funnel management activities with focus on ServiceNow - Developed e-bonding integration via Inbound Actions for Incidents - Project Management, Leave Management, People Management, Team Management

Job Title: ServiceNow Developer **Client: Microsoft Corporation** **Location: Redmond, WA** **Duration: May'16 – Sep'17**	• Successful implementation of ITSM modules (Incident Management, Problem Management, Change Management) • Used Scheduled Import Jobs, Transform Maps & Import Sets to map the data • Worked on Service Catalogue, Record Producer & Workflow • Developed UI policies , Client Scripts, Script Incudes, Business Rules and ACLs • Performed Unit Testing and Peer Review • Creating advanced critical reports using ServiceNow Database View • Creating UAT test cases and getting sign-off from the respective stakeholders
Job Title: ServiceNow Project Manager **Client: Microsoft Corporation** **Location: Hyderabad, T.S** **Duration: Dec'13 – Apr'16**	• Responsible for complete processes transformation from existing tool to ServiceNow • Gather business requirements & facilitate implementation of different processes in ServiceNow • Designing and getting sign-off from respective stakeholders • Customization of UI forms, buttons & lists • Creating User Records and Group Records • Created customer deliverable documents for each module including process training materials and presentations • Conducted end user training programs for all modules • Setting up critical field mapping and translation between ServiceNow and different tools • Created UI policies and client scripts to make fields visible or mandatory
Job Title: Project Manager **Client: Microsoft Corporation** **Organization: TATA Consultancy Services** **Location: Hyderabad, T.S** **Duration: Dec'10 –Dec'13**	• Liaison with Client and Site Services teams on blockage trend and improvement on monthly basis • Identification, analysis and reduction of blockages related to Azure Network Deployment Cycle • Drive solutions with stakeholders • Chair weekly meetings with various teams • Perform risk assessment every quarter • Prepare and participate in Business reviews with customers • RFP Preparation and Presentation • Project Management, Leave Management, People Management, Team Management
Job Title: Project Lead **Client: Microsoft Corporation** **Organization: Wipro Technologies** **Location: Hyderabad, T.S** **Duration: Feb'05 –Dec'10**	• Troubleshoot backup failures on backup exec and data protection manager • Perform restore through backup exec and data protection manager • Identify weak areas and reasons accountable for the backup failure and take appropriate action • Generate project health profile, which would be presented to Wipro management and client • Team management • Evaluation of resources' performance and appraisal normalization process • Perform ticket audit and provide feedback

Dated: **Amit Saxena**