

Amit Kishore

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I am looking for opportunities to work for an organization which provides challenging work and gives a position where my leadership, strategic planning & customer interfacing skills can be used to forge a strong relationship.

I Amit Kishore, have 17+ Years of experience, currently working with CapGemini India. I am working as Technical Delivery Manager and have played various role like Sr. Solution Architect/ Technical Program Manager / Sr. Business Analyst/ System Integration Manager/ ServiceNow SME so far. Expert is providing ServiceNow services, Consulting, Pre-Sales, Product innovation, Quality Delivery Experience in Cloud based Application development platforms. Help Customers to achieve Business Transformation(BTD), Service Operation & Automation. Handling multiple clients at difference geographical locations. Expert in SACM and designed most complex integration like JAMF, SCCM, Lansweeper, RNT etc with ServiceNow. Currently I am looking after projects on ServiceNow **ITSM /ITAM & integration**.

Experience of implementation of best practices where ITSM tools technologies are applicable with deep knowledge of Agile Methodology. I have 4 years of experience in Enterprise search (HP Autonomy **IDOL**) as an architect along with 5+ years of experience in Project management.

QUALIFICATIONS: -

B.Tech (Mechanical Engineering) from VTU during 2001 - 2005 with 66.63%.

Diploma in Advance Computing (DAC) From IACSD PUNE during (Feb - Aug) 2006.

CERTIFICATION :

- ServiceNow, Certified System Admin (CSA)
- ServiceNow, Implementation (CIS-ITSM)
- Certified in ServiceNow ITSM suites.
- Software Asset Management (CIS-SAM)
- Hardware Asset Management(CIS-HAM)
- Performance Analytics
- Certified in ITIL foundation.
- Certified Scrum Master and Product Owner.

WORK SUMMARY:

- Played various role like Technical Programme Manager/ Sr. Solution Architect/ Integration Manager /ServiceNow SME/Sr. Business Analyst to onboard client on Service Now.

Key Activities :

- Work collaboratively with Engagement Manager to monitor for scope creep and resolve technical issues and challenges.
- Provide mentorship and guidance to other members of the team Developers, Technical Consultants, and other Solution Architects in relation to technical design standards and implementation of best practices.
- Identify the current needs, demand from the business community, and understand systems feasibilities to cater those needs and implement robust solutions in the system to address gaps.
- As a part of Service Design and Service Transition, I am responsible for defining technical evaluation criteria for product and technology selection and determining technical approaches to ensure all architectural solutions result in a coherent systems design.
- Assist the Pre-Sales team with scoping service engagements typically involving multiple ServiceNow products and complex integrations with client applications/systems.
- Support the sales effort scoping and estimation that refine the customer vision and capabilities into activities and estimates.

- Serve as primary technical point-of-contact for projects and as the face of the development team to the customer, Demo and POC to the customer.
 - Plan, distribute and drive projects with developers in an Agile model. Document best practices for design and development and ensure development team(s) are following them
 - Manage relationships with our business partners and stakeholders. Drive technical conversations with vendors and technical stakeholders.
 - Define, at an architectural and design level of detail, technical solutions aligned with our client's business problems and ServiceNow Implementation Best Practices
 - Understand customer requirements, translate to solutions, and communicate to clients.
 - Write/estimate Stories, monitor Developer's work, and own overall quality and delivery of development.
 - Responsible for Sprint demos and delivery of additional development artifacts, documentation, and knowledge transfer activities.
 - Excellent communication skills at all levels including senior leadership processes Drive improvements that help us to scale through optimization and automation of manual.
 - Contribute to the continual improvement of Delivery Services processes as well as the maturing of the different portfolios, capabilities, expertise, and best practices in consideration of customer needs and requirements.
 - Work with clients and ServiceNow teams to establish delivery operating model governance to ensure successful go-lives, end-user adoption and on-going support.
- **Technical involvement:**
- Worked on complex ITSM modules IM, PM,CM,KM, PA, CMDB & Service Catalogue.
 - Build Foundation data Template and CI data load.
 - Developed technical documentation.
 - Coaches and trains Service Now stakeholders.
 - Cloning, platform update and upgrade.
 - ServiceNow Platform design, including considerations for integration and performance aligned to ServiceNow best practices.
 - Perform upgrades and customizations of ServiceNow platform applications-based architects, ITIL practice.
 - Experience with key technologies relevant to the ServiceNow integration solutions including: SSO, SAML, Web Services, LDAP, JDBC, REST/SOAP
 - Assesses instance health by conducting ServiceNow Health Scan
 - User provisioning with Microsoft Azure AD
 - Orchestration Software provisioning using SCCM integration in service now.
 - Configuration Okta with service now for SSO and User Provisioning
 - Configure LDAP and mid server for User and Group Provisioning.
 - Good knowledge of the core backend structure for Service Now: Scripting, Business Rules, Client Scripts, Script Includes, UI Actions, UI Policies, ACLs, Flow Designer & Workflows, Notifications, Scheduled Jobs, SLAs, Approvals, Assignment Rules, inbound email actions.
 - Experience in Integration (REST and SOAP)
 - Experience in develop integration using various type of systems directly or through mid-server
 - Good understanding of ServiceNow eco-system & working knowledge across multiple products such as ITSM, ITAM, ATF, Performance Analytics etc.
 - Implemented Software and Hardware Asset management :
 - Managed software models, entitlements, and allocation in SAM.
 - Build software contracts and relate them to entitlements.
 - Imported software inventory.
 - Optimization and reconciliation
 - Normalization and Removal candite
 - Maintain the organization software compliant with the help of or SAM Pro
 - Report and dashboard
 - Licensing consultation, Compliant management. Harvesting, ServiceNow Implementation an operation
 - Managed hardware models and Stockroom in HAM.
 - Asset onboarding, Refreshment planning, Disposal, CDMB & IRE
 - Hardware Asset Dashboard and Asset lifecycle automation
 - Enable service content set-up (by opt-in) to optimise the normalization for in-house/home grown asset.
 - Focus on trustworthy data to maintain the quality from audit perspective.
- Worked as **Technical Project Manager**
- Starting from SOW sign off, Kick off meetings, Schedule baseline, resource engagement
 - Conduct Procurement and order processing, etc. based on bill of material in SOW.
 - Drive and prepare Project plan as per SOW terms and Estimation along with stakeholder sign off on documents.

- Identify, record, and manage project risks and issues. Establish the metrics and parameters.
 - Create clear and attainable project objectives, build project requirements, and manage the constraints of the project including but not limited to: cost, scope, schedule, and quality.
 - Establish and conduct weekly/monthly status meetings.
 - Routinely communicate project results to the Program Manager, Business, and IT Partners.
 - Investigate project developments, validate assumptions, upcoming deliverables, and resolve conflicts.
 - Once execution is complete, arrange for Project acceptance from customer followed by billing and feedback
 - Capability to handle & lead all phases of implementation–requirement, perform various project activities from Project Initiating, Planning, executing, monitoring and controlling and project closure.
 - Excellent communication skills with Effective stakeholder management - Liaising with business users, project management, designers, test manager, system operators, change management, production planning and implementation team at various stages of Project Management Life Cycle.
- **Worked as System Integrator for UK site applications.** I was responsible to bringing together all the various components of Build-Test-Deploy phase with the help of different service providers i.e. HCL, CTS & Infosys.
- **4 years of experience in distributed IDOL architecture implementation with Autonomy IDOL Server 10.x.x, DiSH/DIH/DAH, Eduction, Proxy, Connectors.**
- Experience with connectors including File system, HTTP, ODBC, Documentum & experience with CFS connector configuration, LUA scripting, index and search optimization.
 - Effective collaboration and communication with the stakeholders and business users to ensure client satisfaction.
 - Handling support of whole architecture from the indexing of documents through various connectors/fetches, DIH, DAH to IDOL content with education module (Index task), including request for up-gradation or any changes.
 - Involved in the architecture and design phase of the enterprise search and taxonomy containing more than 40 billion documents successfully indexed.
 - Experience on 'Go Live' activities as per the Implementation plan to enable productionization of application without any issues.
- 2+ years of experience of IBM mainframe development/enhancement.

DETAILS OF THE PROJECTS WORKED ON

Capgemini India (Nov'20 – Till date)

<p>Canadian Bank/Pharma company: Jul'22– till date. Sr. Solution architect Project: - Service Now Onboarding. Team size: 24</p>	<p>Description –It's a platform support across the globe with Core team sitting in India. The project is all about integrating new customer across the globe on Service now to provide the support. On-boarding consists, ITSM, ITAM(SAM), SR & Reporting.</p> <p>Role & Responsibilities: -</p> <ul style="list-style-type: none"> • I am working as Sr. Solution Architect for client. • My Primary responsibilities are: <ul style="list-style-type: none"> ○ Engage stakeholder to understand requirements, define process & solution. ○ Guides partner and customer resources around technical best practice and industry trends to clients ○ Guide a customer down a prescriptive solution design and manage through the technical implementation decision points. ○ Define solutions across the platform that align to out of the box capabilities. ○ Participate in requirements gathering meeting and provide input to the developers based on the requirement. ○ Keep check of instance performance and purpose improvement to improve end user experience. ○ Host meeting to review technical solution and approve it with collaboration of client technical team.
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	<ul style="list-style-type: none"> ○ Define the architecture of ServiceNow implementation and oversee their successful deployment ○ Interface with clients and /or customer's technical teams as needed
<p>Retail / Gaming and Betting Company: Jun'21– Jun'22. Sr. Solution architect Project: - Onboarding and support Service Now. Team size: 15</p>	<p>Description –The project is all about ServiceNow ITSM onboarding and integration. It consists, ITSM and Integration Role & Responsibilities: -</p> <ul style="list-style-type: none"> • I am working as solution architect to provide technical product and architecture advice, manage ongoing communication of the latest ServiceNow solutions/capabilities. • My Primary responsibilities are: <ul style="list-style-type: none"> ○ Engage stakeholder to understand requirements, define process & scope. ○ Workshop and gap analysis. ○ Work product backlog with PO. ○ Lead team to configure Asset Management, Performance Analytics, CMDB and Foundation data. ○ Document and present technical solutions ○ Retrospective call for Performance and Quality improvement. ○ JAMF, SCCM, Lansweeper, RNT ○ Contribute to and help keep internal forums and asset libraries updated and enable innovation at scale
<p>Multiple projects on ServiceNow Nov'20– May'21. Solution architect/SME Project: - Service Now Onboarding. Team size: 10-15</p>	<p>Description –It includes various small-small projects on ServiceNow where I used guide client and team on best practices/Products/ Features/ Roadmaps / Gap-analysis/ Workshop /breakout session/ integration related activities on ITSM and asset. Role & Responsibilities: -</p> <ul style="list-style-type: none"> • I am working as solution architect and SMEs for client. • My Primary responsibilities are: <ul style="list-style-type: none"> ○ Engage stakeholder to understand requirements & scope. ○ Consult with stakeholders to understand their business needs and pain points ○ Workshop and gap analysis. ○ Document and present technical solutions ○ Mentor team members ○ Demo and presentation to client on ServiceNow capabilities

Orange Business services (Jul'20–Oct'20)

<p>In-house Jul'20–Oct'20. Solution architect Project: ServiceNow integration with Client ITSM legacy tool Team size: 14</p>	<p>Description –Handling Multiple clients (APAC/Global) to integration client's legacy ITSM tool with ORANGE ServiceNow Tool to provide the infra support. Post deployment, Transition to service operation team for the support. On boarding consists, IM, PM, CM, CoM, SR and Asset. Role & Responsibilities: -</p> <ul style="list-style-type: none"> • I was working as an Integration and support operation manager to provide technical and architecture advice, manage ongoing communication of the latest ServiceNow solutions/capabilities. • My Primary responsibilities are: <ul style="list-style-type: none"> ○ My involvement starts from stakeholder engagement, requirements analysis, Process defines, Scope Management, Time management and delivery of project ○ Engage stakeholder to understand requirements, define process & scope.
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	<ul style="list-style-type: none"> ○ Work on Solution/integration/Process consulting to customize and optimize digitization of business process and infrastructure in the secure environment ○ Workshop and gap analysis. ○ Work product backlog with PO. ○ Design and configure Asset Management & CMDB
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Infosys Limited (Oct'2008-June'2020)

<p>Post-trade financial services company Jul'19– Jun'20. Solution architect Project: - Onboarding client on Service Now. Team size: 18</p>	<p>Description – It's a post-trade financial services firm across the globe with Core team sitting in US. The project is all about IT on boarding for all territories across the globe on Service now. IT On boarding consists, ITSM Pro Role & Responsibilities: -</p> <ul style="list-style-type: none"> ● Worked as ServiceNow architect for client. ● My Primary responsibilities are: <ul style="list-style-type: none"> ○ Engage stakeholder to understand requirements, define process & scope. ○ Gap analysis and process improvement ○ Work on template / technical documents. ○ Rollout to Test & UAT. ○ Conduct the training to train Stakeholder. ○ Production rollout.
<p>Food brand company Jul'18– Jun'19. Solution architect Project: - Onboarding client on Asset management. Team size: 18</p>	<p>Description – It's a food brand service firm across the globe with Core team sitting in US. The project is all about ITAM on boarding the client on Service now. It consists, SAM/HAM Performance Analytics, and SR Role & Responsibilities: -</p> <ul style="list-style-type: none"> ● Worked as ServiceNow architect ServiceNow ITAM onboarding for client. My role involves Gap analysis, Process defines, Scope Management, stakeholder engagement, execution, and delivery. ● My Primary responsibilities are: <ul style="list-style-type: none"> ○ Engage stakeholder to understand requirements, define process & scope. ○ Implemented Hardware and Software Asset Management as per requirement. ○ Imported hardware inventory. ○ Imported data using Import Sets. ○ Implemented new functionalities for the project enhancement. ○ Configure Identification and Reconciliation rules in CMDB to identify and update CIs correctly. ○ Managed software models, entitlements, and allocation in SAM. ○ Build software contracts and relate them to entitlements. ○ Software model and lifecycle ○ Software entitlement. ○ Upgrade/ Downgrade Rights ○ Suits components ○ Discovery maps ○ Content library & normalization ○ Reconciliation & Dashboard ○ Reclamation & removal candidate ○ Procurement and Transfer line ○ Imported software inventory ○ Populating Hardware and Software data in ServiceNow CMDB using Discovery

	<ul style="list-style-type: none"> ○ Configure and Interact with ServiceNow service Catalog. ○ Created variables, variable sets for Catalog items ○ Reconcile and remediate software non-compliance. ○ Created reclamation rules
<p>Big Four consulting firm Nov'16– Jun'18. <u>Solution architect/SME/BA</u> <u>Project: - IT-Onboarding on Service Now.</u> <u>Team size: 18</u></p>	<p><u>Description –</u> It's a multinational professional services network client. It is one of the largest professional services firms across the globe. The project is to do Gap analysis of AS-IS process and, requirement gathering, process improvement, stakeholder meeting. On-boarded 100+ territories on ITSM ServiceNow tool. The application IM/PM/CM/CMDB/ITAM/PA/Integration</p> <p><u>Role & Responsibilities: -</u></p> <ul style="list-style-type: none"> ● I played various roles like ServiceNow SME/BA and architect for client. My role involves Gap analysis, Process defines, Scope Management, Time management stakeholder engagement, execution and delivery of project. ● My Primary responsibilities are: <ul style="list-style-type: none"> ○ Engage stakeholder to understand requirements, define process & scope. ○ Work on change order & project plan. ○ Work on template / technical documents. ○ Lead team to configure the same in Dev. ○ Validation /Testing with testing team. ○ Rollout to Test & UAT. ○ Bug/defect fix. ○ Conduct the training to train Stakeholder. ○ Go/No-Go with stakeholder ○ Production rollout. ○ Hypercare for 5 Days ○ Handover to BAU team ○ Lesson learnt & Project closure sign-off. ○ Sharing Weekly/Monthly status reports with client
<p>Telstra: Jan'16– Oct'16. <u>Client: - Telstra, Telecom company.</u> <u>Project Manager</u> <u>Project: - Business Technology Services (BTS) formerly Practices</u></p>	<p><u>Description –</u> It's a telecom project providing business solutions to one of the leading services providers of Australia. My team at offshore provides Project Management services to our client, which involves managing and delivering small, medium and large projects to our customer clients like Qantas, AGL(Australian Gas Limited), Westpac and Origin.</p> <p><u>Role & Responsibilities: -</u></p> <ul style="list-style-type: none"> ● Project Manager: My role involves all the phases of Project Management i.e., Initiation, Planning, Execution, Monitoring & Control and Closure of projects. ● My Primary responsibilities are: <ul style="list-style-type: none"> ○ Scope Management ○ Time Management i.e., Scheduling / Creating WBS (MS Project 2013/16) ○ Stakeholder Management i.e., Customer, Vendor, and resources ○ Procurement Management ○ Resource management ○ Risk and Incident Management ○ Change Management ○ Quality Management i.e., Managing KPI's ○ Maintaining Infosys compliances metrics. ○ Sharing Weekly/Monthly status reports with client
<p>AstraZeneca MW: Jan'15– Dec'15. <u>Client: - AstraZeneca, pharmaceutical company.</u> <u>System Integrator</u> <u>Project: - DCR iStab Program</u> <u>Team size: 6</u></p>	<p><u>Description –</u> The iStab Program is an initiative that takes AstraZeneca on a journey from an inefficient Data Centre infrastructure (RDC/LDC) to the primary datacentre (PDC), where platforms and services are cheaper, flexible, and more reliable.</p> <p><u>Role & Responsibilities: -</u></p> <ul style="list-style-type: none"> ✓ My role is system integrator manager. ✓ Define process for system integrator for client as per the BTM phase.

	<ul style="list-style-type: none"> ✓ We are responsible for migration plan and accountable for execution with the help of project team. ✓ We have used Microsoft project plan tool for this project. ✓ We worked on the Pre-Migration Checklist (PMC), Cutover, Go/No-go, Post-migration template. ✓ Implemented the same across all supplier made sure the process & templates been followed as defined. ✓ We work with Project and BAU support team and get agreed on the SAC. ✓ We are accountable for handover services to BAU support, post cutover. ✓ We work on the lesson learnt to improve the process as well.
<p>AstraZeneca MW: Feb '13– Dec'14. Client: - AstraZeneca, pharmaceutical company. Technology/Tools Used:- Autonomy IDOL Project :- AZ-DOC Team size: 5</p>	<p>Description – The project is part of AZ search service which is used across the globe. This project enables the various features with the search & view searched results. The goal is to achieve this feature through AZ-DOC UI with different network i.e., between Client network and non-client network. This project comprise migration to CFS Documentum connector from standard connector since the Documentum version has been upgraded to 6.7 SP2.</p> <p>Role & Responsibilities: -</p> <ul style="list-style-type: none"> ✓ Translate AZ-DOC team request for Proposal (RFP) into a requirements document and proposal. ✓ Build architecture and worked on data flow. ✓ Worked as a autonomy architect and delivered this project according to the milestone for EA. DEV and SIT environments. ✓ Analysed and ensured about the product version. ✓ Test and install the CFS components to meet he business requirement. ✓ During this project, we have followed ISPDM process for the documentation as per the AZ's process. ✓ Processes were followed like hardening, system audit and security. ✓ During this project, we have followed ISPDM process for the documentation as per the AZ's process. ✓ MPP2010 is used for the project progress/tracking. ✓ During the migration, we continuously in touch with business to ensure about the streamline data flow. ✓ Interacted with stakeholders & ISM/ISA, take input, test & implement the solution in order achieve goal in Pre-Prod, DR & Prod environments with the help of SoW.
<p>AstraZeneca MW: Jun11– Jan '13. Client: - AstraZeneca, pharmaceutical company. Technology/Tools Used: - Autonomy IDOL /Service Now Project: - Emerald Migration Team size: 9</p>	<p>Description - The project is part of AZ search service which is used across the globe. This project enable the various feature with the search and provides the search results according to the search parameter opted by users. The architecture includes around 61 IDOL content engines with the distributed environment that follows the series of DAH and DIH components and various connectors.</p> <p>Role & Responsibilities: -</p> <ul style="list-style-type: none"> ✓ Worked as a Lead at client location (Macclesfield, UK) since 21 months and delivered this project according to the milestone. ✓ This Project went live in the month of the March 2013 and currently supporting the same. ✓ During this project, we have followed ISPDM process for the documentation as per the AZ's process. ✓ Handling Incident, Problem & change management. ✓ Interacted with stakeholders & ISM/ISA, take input, test & implement the solution in order achieve goal with the help of CR/SoW.
<p>AstraZeneca GSS: Oct '08– May11.</p>	<p>Description - The project is part of AZ's Momentum program aimed at creating a world-class global shared services organization</p>

<p>Client: - AstraZeneca, pharmaceutical company.</p> <p>Technology/Tools Used:- Oracle 9i PL/SQL, SQL Server 2005, BMC Remedy Tool, Citrix Administration, Putty and ClearCase</p> <p>Team size:- 18</p>	<p>and reducing operating cost. Currently supporting more than 20 applications across Sweden hubs.</p> <p>Role & Responsibility: -</p> <ul style="list-style-type: none"> ✓ Primary responsible for transition of over 20 applications in Oracle PL/SQL and .Net. ✓ Handling Incident, Problem management of around 20 applications developed using Oracle PL/SQL, .Net, SQL Server 2005. ✓ Respond to production issues, arrive at a solution with inputs from stakeholders, test and implement the solution in order to enable the application availability as per agreed service levels. ✓ Internal Quality Analyst of the team ensuring that the tasks performed is compliant with GxP and SOX standards. ✓ Part of the Internal Innovations and Automations cell, specially designed to provide innovative ideas to bring value to the customers and also to generate tools automate the day-to-day activities. ✓ Coordinating with customers, Third party vendors on a regular basis.
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PRIOR EXPERIENCE OUTSIDE INFOSYS

NIHILENT TECHNOLOGIES PVT. LTD. (Sep06 – Sep08)

<p>Channel Convergence release 2.0 stream 2-ABF Oct 07 to Sep08 Client Name - Ned Bank, South Africa Domain: - Banking Technology/Tools Used:- COBOL , JCL, VSAM, XPEDITER. Team Size: - 8</p>	<p>Description - The Channel Convergence - Release 2 Stream 2 - ABF is with regard to the profile system. This release provides the ability to load or link ABF Group, Subdivision and Contract accounts to a profile as a Legal or Other Legal entity</p> <p>Role & Responsibilities: -</p> <ul style="list-style-type: none"> ✓ Involved in Preparation of Test Cases ✓ Code development ✓ Unit Testing of Service Programs using Xpediter.
<p>Channel Convergence Retail release 1.0 Sep 06 to Sep07 Client Name - Ned Bank, South Africa Domain: - Banking Technology/Tools Used:- COBOL , JCL, VSAM, XPEDITER. Team Size:- 5</p>	<p>Description - The Channel Convergence - Retail Release 1 is with regard to the profile system - Account Management. This release will address the requirements for the Retail Clients making use of existing profile services. The scope will include all external systems, services and the detailed changes of the current system.</p> <p>Role & Responsibilities: -</p> <ul style="list-style-type: none"> ✓ Involved in Preparation of Test Cases ✓ Code development ✓ Unit Testing of Service Programs using Xpediter.

ACHIEVEMENT IN ORGANIZATION: -

1. Received Quick onboarding to Service award in last quarter.
2. Received client appreciations for SNOW on boarding.
3. Received Bravo Award in Life science unit.
4. Conducted training in SAM/HAM Pro on until level .
5. Conducted training in performance Analytics to multiple account.

Personal Details:

Father's Name : Uma Nandan Prasad
Date of Birth : 20-Dec-1981
Nationality : Indian
Marital Status : Married
Sex : Male
Language Known : English & Hindi

Place: Pune
Date:

(Amit Kishore)