

SUMMARY

ServiceNow Architect & **Certified Developer, Admin, and Implementation Specialist with over 8.5 years of experience** in designing, developing & implementing solutions.

Configured/customized ITSM/HRSD,/SPM and CSM suite for 7+ clients, designed 10+ custom apps and 12+ integrations.

Industry Impact: Finance, Medical, IT infrastructure, telecom domain.

KEY SKILLS

Service Management: ITSM, HRSD,CSM Custom/scope application, Integration, **Service portal**, ITIL, Employee service center

Web Development: JavaScript, HTML, CSS, XML **Integration:** SOAP, **REST, Emails**, Mid-server **Automation:** Scheduled scripts, Client scripts, Flow designer, UI builder **Reporting:** Performance Analytics, reports, dashboards

PROFESSIONAL EXPERIENCE

Sr Systems Engineer- (ServiceNow)

Sep '23 - Nov '23

Moody's Shared Services Pvt Ltd

Worked on the Tokyo version, maintained/configured catalog items, Knowledge management of HRSD module, worked on HR templates Customised Notification in HR, and HR cases also worked as an Agile team member.

Application Developer- (ServiceNow)

May '21 - Aug '23

QlikTech India Pvt. Ltd.

- Integrated **ServiceNow with Workday**, enabling access to important employee data.
- In-depth Knowledge and technical implementation fo HR case management, created, implemented HR cases for automated HR processes.
- Developed **Qlik Invention Disclosure** custom application, automating various steps and saving approximately 15 hours per invention.
- Streamlined **Marketing operation process**(Custom application), enhancing productivity and providing valuable customer insights.
- Improved **Demand process, change request and incident** processes, enhancing organizational efficiency.
- Skilled in scoped application development and best practices(**ITIL**) and ensured cleanliness of ServiceNow instance.

Sr Infra Developer- (ServiceNow)

Dec '18 - May '21

Cognizant Technology Solutions

Projects : HR4you, Finance4you and Procure4you.

- **Implemented email integration with ServiceNow, resulting in a 90% reduction** in end-user efforts for ticket creation.
- Customised Service portal and **employee service center**.
- Implemented the **HRSD** module and Integrated HRSD with external systems for seamless data exchange.
- Conducted weekly scrum calls with process owners to ensure timely resolution of bug fixes and enhancements within SLA.
- Developed reports and dashboards using Performance Analytics to facilitate data-driven decision-making.
- Achieved resolution of INC and TASK tickets within SLA, consistently completing them in less than the average business time.
- Streamlined service request management by building a Service Catalog, Order Guide, and Record Producers.
- Developed data-driven assignment lookup rules, widgets, and portal pages to optimize ticket assignment process.

ServiceNow Developer

Jun '15 - Dec '18

P.S. Intelegencia Analytics Pvt. Ltd.

Projects : CEFF(Crew Employment feedback form)

- Led end-to-end implementation of **Crew Employment Feedback Form (CEFF) custom application**.
- Developed order guide for new environment request, resulting in 60% faster onboarding process.
- Implemented **JDBC integration** for data retrieval from third-party databases via **Mid-server** data sources.
- Modeled ServiceNow **Automated Test Framework**, reducing unit testing time by 70%.
- Proficient in hands-on ServiceNow development and scripting, including the creation of Script include, Business rules, Client Scripts, UI Policies, UI Actions, ACLs, and workflows.

CERTIFICATIONS

Certified ServiceNow System Administrator || Certified ServiceNow Application Developer || ITIL 4 certified

Automated Test Framework, Application portfolio management, Domain Separation Implementation - Micro-certification.

EDUCATION

BE (Computer Engineering). Army institute of technology-Pune University

Jun '15