

PRATHAMESH GAIKAR

ServiceNow Developer

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About Me

An optimist who is hard working and can motivate others and love taking responsibilities and strive for perfection.

Professional Summary

- Having 3+ years of total experience as a ServiceNow Developer, working on ServiceNow Platform.
- Excellent communicator, leverage technical to communicate effectively with client and their respective teams.
- Experience in development using Agile - SCRUM and Waterfall project management methodologies.
- Highly accomplished and focused consultant with broad experience in providing solutions over ServiceNow Architecture and familiar with Other ITSM applications.
- Seeking a Challenging Role in this Industry that will utilize my skills, education and experience.

Areas of Expertise

- Expertise in ServiceNow Development
- Experienced in CMDB
- Experienced in ITSM, ITAM - Integrations and other modules development and configurations and HAM
- Extensive knowledge of JavaScript

Professional Experience

➤ ServiceNow Developer at Accenture [May 2023 – Present]

- Experience in configuring ServiceNow which involves various modules like ITAM(HAM, EAM).
- Developed and implemented a custom ServiceNow application for a client, resulting in a 25% increase in efficiency with a reduction in errors.
- Also Created/Modified workflows and scripts like Business Rules, Script Actions, Fix Scripts, Client Scripts, UI Policies, UI Actions, Script Includes, ACL's and Assignment Rules
- Created Transform Map for loading Hardware Assets and Product Models into ServiceNow Instance.
- Created/Modified existing catalogs and records producers.
- Worked on Hardware Asset Management – Normalization of Hardware Product Models.

➤ ServiceNow Developer at HCL Technologies [April 2022 – May 2023]

- Good knowledge of cloud-based SaaS tool “ServiceNow” as developer, data administrator and support person in different versions of Service Now like Rome, San Diego.
- Creation and Maintenance of Catalog Item and Record Producers
- Develop and implement new ServiceNow applications and integrations from initiation to completion, tailored to the customer requirements

- Develop workflows and scripts to personalize existing ServiceNow applications and automate and improve business processes
- Knowledge of creation and configuration of email notifications, Events, Inbound email Actions.

➤ **Jr. ServiceNow Developer/Admin at Expleo Solutions [April 2021 - Jan 2022]**

- Working as ServiceNow Consultant for the Administration of ITIL Process but not limited to Incident, Problem, Change, Release, Knowledge Management, Release management & CMD
- Root Cause Analysis and Investigation of various issues (workflow / transform map) reported by end users and Process owners
- Modified client script, Business rules, UI policies, ACLs in the implementation of the core ITSM modules
- Direct hands-on experience on various IT Services of ServiceNow tool like Service Catalog Requests, Configuration Management, Service-Now Administration, Incident and Problem Management, Knowledge Management, Reporting, Integration

Qualification

- 2021 – 2023 | Welinkar Institute of Management | PG Diploma in IT Project Management
- 2017 - 2020 | Ramnarain Ruia College | Bachelor of Science in Computer Science
- 2015 -2017 | Ramnarain Ruia College | Higher Secondary Certificate
- Vikas High School | Secondary School Certificate

Technical Skills

- ServiceNow - ITSM, CMDB, ITAM, HRSD
- JavaScript
- Web Services
- HTML, CSS, SQL

Certified Courses

- ServiceNow Certified Service Administrator
- ServiceNow Certified Application Developer
- Micro-Certification – Virtual Agent
- Micro-Certification – Performance Analytics
- AWS Cloud Practitioner Essentials
- Java Full Stack Course
- The Fundamentals of Digital Marketing

Declaration

I hereby declare that all the information mentioned above is true to the best of my knowledge.

Place: Mumbai

Yours faithfully

