TUSHAR JAIN

Contact (+91)9999555523 | Email - tusharjain.er@gmail.com

SUMMARY OF QUALIFICATIONS

- ServiceNow Consultant, having 16+ years of IT experience in designing solution and development.
- 8 years of ServiceNow experience as an Architect, Consultant, Team Lead
- Leading a team of multiple people for ITSM, ITOM & HRSD tool implementation and customization.
- Specializes in implementation of multiple ServiceNow projects also actively worked with international organization for big implementation.
- Long term onsite experience for ServiceNow in requirement gathering and implementation with demonstrated analytical and management skills with business wisdom.
- 15 Year of work experience with expertise in Infra/App monitoring
- Expertise in driving Automation from end to end using tools CA ITPAM, Workato
- Versatile manager with proven experience in managing complex projects and ensuring on time and budget delivery. Drove continuous process improvements to increase service delivery.
- In-depth understanding of various HP/CA monitoring tools (OMW, SiteScope, Nimsoft, Spectrum)
- Getting tools implemented and transition to support teams
- Agile methodology using Jira tool for all ServiceNow developments

TECHNICAL EXPERTISE

Tools Managed:	HP OMW, HP SiteScope, CA Spectrum, CA eHealth, CA Nimsoft, SolarWinds, AppDynamics
ITSM Tool:	ServiceNow
Reporting Tools:	HP Reporter, HP OVPM, CA eHealth
Automation Tools:	CA ITPAM, Workato
Agile Tool:	Jira

ServiceNow Modules Expertise – ITSM/HRSD/ITBM/ITOM

PROFESSIONAL EXPERIENCE

Espire Infolabs Pvt Ltd, Gurgaon, IN   [July 2022 – Present]

Role – ServiceNow Solution Consultant

ENGAGEMENT EXPERIENCE:

- Implemented HRSD module
    - Employee Center
    - Case & Knowledge Management
    - Enterprise Onboarding & Transitions
    - Manage workshop with customer for requirement gatherings and demonstration of tool.
    - Design architecture and create solution document as per requirements.
    - Assign work to developers and discuss during daily stand-up call.
    - Take part in Unit testing to make sure development meets all the requirement.
    - Responsible for end-to-end implementation of the module
- Implemented ITBM module.
    - Enhancements in Project Management under PPM
    - Implemented Timecard Management
    - Implemented Cost Management
- Implemented Change Management

- Handling a team of multiple people for Service Now implementation and customization.
- Requirement gathering from customer, designing the technical solution and implementation documents.
- Work with Sales/Presales team on new opportunities and convert them to projects and deliver them from end to end.

Coforge Ltd, Noida, IN   [Aug 2021 – July 2022]

Role – ServiceNow Consultant

ENGAGEMENT EXPERIENCE:

- Implemented HRSD case and knowledge management
- UI/UX enhancements, Service Portal enhancements for better user experience
- Requirement gathering from customer, designing the technical solution and implementation documents.
- Designed workflow for Service Catalog, enhance the Service Portal for better end user experience.
- Created Dashboard and Reports for manger to repartees hierarchy level.
- Training Documentation for end user experience.

HCL Technologies Ltd, Noida, IN   [Oct 2010 – Jul 2021]

Project: Rockwell Automation [Jan 2015 – Jul 2021]
Role - Senior Consultant for Tools & Service now

PROJECT DETAILS:
- Project involve end to end Infra & End User support
- Monitoring of IT Infrastructure using various CA tools
- Service now is being used for ITSM & Discovery of environment
- SIAM implemented to achieve all the KPI by working with all the relevant vendors

ENGAGEMENT EXPERIENCE:

- Managing delivery of Monitoring tools, ServiceNow ITSM & ITOM which included 45 resources
- Successfully implemented ITSM (IT Service Management) module Incident, Problem, Change, Knowledge, CMDB, Service Catalog
- Requirement gathering from customer, designing the technical solution and implementation documents.
- Designed workflow for Service Catalog, enhance the Service Portal for better end user experience.
- MID Server installation
- Weekly & Monthly discovery of Servers, Databases & Networks
- Created Dashboard and Reports for manger to repartees hierarchy level.
- Alert correlation and optimization using Event Management
- Integration of service now with various tools
    - CA SOI – Event Management
    - Dell EMC vRA – Automate Server Build process
- Automation of various tasks using CA ITPAM orchestrator

Project: GIS Compute Tools [Oct 2010 – Dec 2014]
Manager: Managed a project **GIS Compute Tools** of 11 resources in the GE GDC.

ENGAGEMENT EXPERIENCE:

TOOLS USED – HP OPENVIEW, HP SITESCOPE, CA SPECTRUM, VFOGLIGHT

- Monitoring virtual environment through vFoglight by connecting the vCenter
- Monitoring more than 11000 servers which are the part of the GE GIS.
- Monitoring of some of the servers is done by SiteScope servers, which are spread across the globe (US, UK, Asia). Basically, SiteScope is used to do various application monitoring
- Hardware monitoring is done by CA Spectrum
- Administration on OVO 8.x
- Developing and customizing templates per customer requirements and deploying on the managed node.
- Creating customized scripts as per the client's requirement.
- Upgraded 6 SiteScope servers from 9.54 to 11.21

Birlasoft Ltd, Noida, IN   [July 2006 – Oct 2010]

Project: GIS Compute Monitoring Services [July 2006 – Oct 2010]
Project Lead: Managed project **GIS Compute Monitoring Services** of 10 resources

Engagement Experience:

- Administration on SiteScope & OVO 8.x
- Evaluating fixes and new policy requirement in the test environment.
- Coordinating with the customers and Onsite team on technical issues and progress status.
- Coordinated in building scripts to automate some process in the environment.
- Developing and customizing templates per customer requirements and deploying on the managed node.
- Creating customized scripts as per the client's requirement.
- Configuring and automating the alerts for servers on Patrol Enterprise Manager for automation
- Coordinating in transaction of servers from Hobbit and Nagios monitoring tools to SiteScope.

EDUCATION:

- B.Tech in 2005 from UPTU, Lucknow with 73%
- Senior Secondary in 2001 from CBSE Board with 68%
- Secondary in 1999 from CBSE Board with 62%

CERTIFICATIONS:

- ITIL V3 Foundation
- CA Spectrum & CA eHealth
- Yellow Belt certified
- Micro Certification – Welcome to ServiceNow

PERSONAL DETAILS
Date of Birth: 03/12/1984
Nationality: Indian
Passport: N6852480