Nama: Archita Sahoo
Contact no: +91-9148731492
Email id: architasahoo54@gmail.com
Place: Odisha,India

Professional Summary

Skilled Senior Administrator successful at managing teams, projects and office activities. Proficient in software and process, with advanced abilities in ServiceNow and a history of making useful professional contributions.

Role & Responsibilities

- Hands on Experience in Incident Management, Change Management, Service Catalog, User Management, UI Action, Client script, Script Include and working knowledge in Snow IDE.
- Configured applications using ServiceNow used ITIL management.
- Configuration & customization of Helpdesk/Incident/Change modules including Business rules.
- Experience in writing Client Scripts, UI Actions and Script Includes for customizing the tool.
- Added and created users, groups & roles.
- Managed data with tables, import sets & update sets.
- Using technical components such as LDAP.
- Integration experience in REST & SOAP.
- Experience in web technologies such as JavaScript, HTML, CSS, JavaScript..
- Responsible for building Catalog, Catalog categories.
- Using Workflow Editor for creating workflows.
- Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
- Created Email notifications, Inbound Actions, Email Templates and Mail scripts for trigger email notifications from server-side scripts by using events that existed in the event registry.
- Responsible for creating Report, Schedule email report, Dashboard,CMDB data upload and configuration.
- Worked on ServiceNow Version upgrade.

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Experience

From 7.4yr of total overall experience in IT, 3.10yr of experience in ServiceNow Developer as well as Administrator.

SERVICENOW DEVELOPER | 08/2016 - 02/2020
Ness Technology - Bangalore, India

- Role, this is an application which has a built-in service catalog module.
- Basically, this Application provides a solution for specific departments to get their solution.
- Created catalog form, UI Page, UI Policy, Client Script, Business Rule Script.
- Implemented custom workflow with team members.
- Created Document and revised by team lead.

SENIOR ADMINISTRATOR| 03/2020 - till date
Wipro limited – Bangalore, **India**
Client – Royal Sun Alliance & Royal Sun Alliance Nordic

- As a part of support activity, resolve incidents by providing proper root cause investigation.
- Perform day to day administration code, user interface & third-party integration components.
- Develop necessary development document, documentation as need.
- Perform core configuration tasks including system policies, business rules & client scripts
- Manages users, groups & roles
- Manages data with tables, CMDB, import sets & update sets.
- Coordinates Service Catalog
- Develops & improves user systems procedure & prepares systems procedures & prepares systems documentations
- Ongoing Maintenance.
- Work on Service portals.
- Managing and creating scheduled email reports, reports, dashboard.
- Maintaining event management where needed to create Alert management rule, Subflow to generate the process.
- Managing intake requirements such as Change module and Change request configuration along with Incident & Problem.
- ServiceNow, ITIL, JavaScript, jellybeans, Web Services, XML.
- Handling ServiceNow migration to process a new instance modification from older using Delete Job.
- Leverage the REST, SOPA integration as per customized business process.

Cartification

1.Certified ServiceNow Administrator (June 2022)
2.Certified Application Developer (June 2023)

Education

Silicon Institute of Technology - BPUT, Odisha | B.Tech
Electronics & Telecommunication, 2016
Krupajal Engineering School – SCTE&VT, Odisha | Diploma
Electronics & Telecommunication, 2012
Govt High School Chandikhol - HSC Board, Odisha | Matriculation
2007

Declaration

I do hereby declare that the information furnished above is true to the best of my knowledge and belief.

Date
Place:Bhubaneswar   **(Archita Sahoo)**