



Ashutosh Jaiswal

SERVICENOW SOLUTION ARCHITECT

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Profile

With nine years of experience in the IT industry, specializing in ServiceNow, I am a seasoned professional with a successful track record in IT Service Management (ITSM), HRSD, SecOps and project leadership. I've coordinated with ServiceNow product support, provided production support, and worked closely with peers and leaders in advisory, training, reporting, and solution development roles. My diverse skill set and ServiceNow proficiency make me a valuable asset for driving successful IT projects and continuous improvement within the organization.

Employment History

ServiceNow Solution Architect, Serviceberry Technologies Pvt Ltd, Pune

July 2019 — Present

Handled multiple implementation projects for various client

- Provides technical leadership to the team
- Designs and collaborates with Business Process Analysts and Developers in the creation of a High-Level Solution Design Document
- Defines and communicates, at an architectural and design level, technical solutions aligned with business problems and systems architecture
- Ensures technical governance process and policies are being adhered to
- Provides architectural controls to ensure the correct technical solutions are used when delivering business solutions
- Creates and maintains a detailed view of integrations
- Creates and maintains a Technical Implementation Roadmap
- Resolves technical escalations, including responding to defects
- Assists in migrating configuration across instances
- Participates in process workshops
- Works closely with client enterprise architecture team and client ServiceNow Teams
- Reviews design and code per sprint to ensure quality
- Contribute to ongoing definition of best development and solution practices
- Lead training workshops as means to spread experiences gained across the practice
- Provides hands on assistance with the detailed design and implementation approach of selected projects

Senior ServiceNow Consultant, CLSA, Pune

December 2017 — July 2019

Implementation of ITSM module from scratch

Skills

IT Service Management (ITSM)

Solution Architecture and Implementation

System Integrations (Web-Service, Email, LDAP, MID Servers ODBC, REST etc.)

Reports & Dashboards

Performance Analytics

Advanced Excel & VBA Macros

Javascript

Languages

English

Hindi

Odiya

Marathi

Hobbies

Playing Chess, Trekking, Camping

- Developed a comprehensive change management plan that enabled successful transformation of the company
- Led a team of consultants to develop and implement a new system that reduced manual processes by 50%
- Developed a comprehensive training program that improved employee retention by 30%

ServiceNow Developer, Cognizant Technology Solutions, Pune

January 2015 — December 2017

Support Project for regular enhancements, Report and Dashboards

- Configured and customized ServiceNow applications, including Incident, Problem, Change, and Service Catalog
- Developed custom workflow and business logic for a ServiceNow instance that streamlined customer support operations
- Developed and maintained custom reports and dashboards in ServiceNow to provide real-time insights into service performance

Education

B. Tech (Electrical Engineering), Gandhi Institute of Engineering and Technology, Gunupur

May 2010 — April 2014

Achievements, Dubai

February 2023

I won at Hackathon for my innovative idea of creating ITSM tickets using Voice Assistant feature. I got the opportunity to present the live demo of this feature at Innovation Summit held at Dubai.