Nikita Khavnekar

ServiceNow Specialist

Experience Summary

- 8+ years of experienced IT Professional encompassing ServiceNow Developer, Administrator and Consultant
- ServiceNow Experience includes ServiceNow Development, Configuration, Solution Design work, Technical Configuration, Migrations, Upgrades
- Played active role in Functional/Client requirement gathering and converting into the technical designing by closely working with customers and understanding their requirements.
- CMDB Health by identifying duplicate records, correctly classifying CIs.
- Experienced in implementing Service mapping and Discovery.
- Worked on HRSD Implementation and Enhancements – Onboarding/Offboarding Lifecycle Events, Alumni
- Designed, developed, and implemented ITSM modules such as Incident Management, Problem Management, Knowledge Management, Service Catalog, Change Management, SLA Configuration
- Expertise in analyzing and implementing ITIL processes like Incident Management, Problem, Change Management, Request Fulfillment etc. as per business requirements.
- Good Communication skills and an efficient team player.

ServiceNow Competencies

- Workflow: Design of workflows using various workflow activities
- Access Control Rules § CMDB, Discovery, Service Mapping
- Import set, Data Source and Transform Map
- Email Notification, Email Templates, and Inbound Email Actions
- Scripting: Client Script, UI Policy, Business Rule, Script Include and UI Action
- Integrations: Rest Based API integration (Outbound and Inbound), Email Integrations
- Configuration & Enhancement of Now Mobile App

Knowledge of Modules

- Incident Management
- SLA Management
- CMDB
- Discovery
- Service Mapping
- HRSD
- Service Catalog
- Problem Management
- Change Management
- Knowledge Management
- Service Portal
- Workflow development
- Virtual Agent with NLU
- Predictive Intelligence
- Automated Test Frameworks
- Mobile Applications – Now Mobile/Agent mobile/Mobile Onboarding

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Professional Certifications

- ServiceNow Certified System Administrator
- CIS – Discovery
- CIS – Service Mapping

Project Details

Project Name: HRSD Implementation
Organization Name: LTIMindtree
Duration: Jan 2023 – till now
Location: Mississauga, Canada
Team Size: 3
Description: Project aimed to implement HR Catalogue and its flow. Project aimed at defining the Processes for Incident, Problem, Change and Service Request Fulfilment.
Role & Contribution:

- Worked on defining the Process documents and aligning the process with the ServiceNow Tool
- Implemented HRSM service catalog along with its flow, security rules.
- Cyders integration with ServiceNow

Project Name: HRSD Implementation
Organization Name: LTIMindtree
Duration: Oct 2021 – Dec 2022
Location: Navi Mumbai, India
Team Size: 8
Description: Project aimed to implement HRSD module and Mobile for Employee Onboarding and Alumni.
Role & Contribution:

- Implemented mobile onboarding app for HRSD Preboarding
- Configured required functionalities based on different personas in the Now Mobile app
- Implemented HRSD related enhancements.
- Worked on end-to-end mass hire process for employees via Catalog Item automation by excel upload.
- HRSD Integration with other tools – PeopleSoft, Cornerstone

Project Name: Discovery and Service Mapping
Organization Name: LTIMindtree
Duration: March 2021 – Sept 2022
Location: Navi Mumbai, India
Team Size: 4
Description: Project aimed to resolve discovery issues and implement Service Mapping.
Role & Contribution:

- Resolve existing discovery issues required for Service Maps
- Executed CMDB Clean-up to replace custom attributes with OOTB .
- Conducted 20+ workshops with Application service owners to provide overview of Service Mapping & application service information required for creating Service Mapping
- Created 30+ service maps.

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Project Name: CMDB Clean-up & Enhancement
Organization Name: LTIMindtree
Duration: Sept 2020 – Dec 2021
Location: Navi Mumbai, India
Team Size: 3
Description: Project aimed to implement and maintain CMDB.
Role & Contribution:
- Removal of duplicate Cis based on the classes via scripts.
- Implementation of IRE rules to maintain Data Quality
- Validation of Cis and CI relationships
- Setup evergreen process for CMDB Governance

Project Name: ServiceNow Enhancements
Organization Name: LTIMindtree
Duration: Apr 2020 – Aug 2021
Location: Navi Mumbai, India
Team Size: 3
Description: Project aimed to implement Health scan fixes to improve Instance health
Role & Contribution:
- Implemented the health scan fixes recommended by ServiceNow to improve Instance parameters like Performance, Manageability, Security, User Interface, and Upgradability
- Created archival rules to improve the instance performance.

Project Name: ServiceNow Enhancements
Organization Name: LTIMindtree
Duration: Sept 2019 – Mar 2020
Location: Navi Mumbai, India
Team Size: 4
Description: ServiceDesk Modernization including Implementation of Virtual agent with Natural Language Understanding, Predictive Intelligence, CMDB, Mobile Applications and Service Portal.
Role & Contribution:
- Implementation of Virtual Agent topics as per the requirement
- Configuration of Natural Language Understanding for Virtual Agent Topics
- CMDB, Installation of mid-servers
- Configured Predictive Intelligence for better resolution experience.
- Worked on Service Portal widgets to improve the UI.
- Configure Now Mobile, Agent Mobile Applications
- Configure and develop Agent Workspace for better user experience for ITIL and Service Desk agents.
- Worked on improvements to knowledge management and knowledge search.
- Demonstrated and suggested new features as well as best practices provided by ServiceNow.

Project Name: Development and Technical support for the ServiceNow platform
Organization Name: Capgemini
Duration: Dec 2018 – Aug 2020
Location: Navi Mumbai, India

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Team Size: 5

Description: Advanced customizations including ITSM, Service Catalogue, Service Portal, Business Rules, Workflows, etc. Integrations with Third party Applications

Role & Contribution:
- Service Catalog Item Management.
- Developing Service catalog items, Order guides, Record producer, UI Policies, Data policies, UI actions.
- Perform day to day administration of the ServiceNow tool, including making approved changes to process and workflows.
- Data import and Transform Maps creation.
- Worked on Integrations – Scripted Rest API § Design, create and configure Notifications, UI pages, UI Macros, Script Includes, Formatters, etc.
- Created Access Control List (ACL) rules for forms, tables, modules, and managed groups/roles as per requirement.
- Participated in validating Form and Table level using UI Policies
- Designed and scheduled workflows and automated the frequent occurring activities across applications in ServiceNow.
- Worked on Email notifications configuration.

Project Name: ServiceNow ITSM Implementation
Organization Name: Hexaware Technologies
Duration: Jan 2017 – Nov 2018
Location: Navi Mumbai, India
Team Size: 5
Description: Project was targeted to provide the implementations such as ITSM modules including the Service Portal.

Role & Contribution:
- Implement and enhance ServiceNow platform and modules per business requirement.
- Involved in development, configuration, and workflow administration to support business processes in the platform.
- Conducted unit testing and created new modules.
- Implemented Incident, Service Request & Service Catalogue, User management.
- Designing Workflows and defining SLA's as per client requirement
- Configuring UI Actions, UI Policies, Client Scripts, Business Rules & Email notifications
- Knowledge on importing data with various integrations.
- Worked on User Administration

Project Name: ServiceNow ITSM Implementation
Organization Name: Hexaware Technologies
Duration: Nov 2015 – Dec 2016
Location: Navi Mumbai, India
Team Size: 8
Role & Contribution:
- Development of Incident, Service Request, Service Catalog including the ESS portal
- CMDB Data Import
- Supporting client with any changes to the existing system
- Requirement Gathering, analysing past data, and processes & coming up with proper solution with ITIL/ITSM best practices.
- Developer with responsibilities of Scripting, Integration and monitoring overall Implementation.

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- Implemented Incident, Problem, Change Management, Service Request & Service Catalog
- CMDB Data import and update to keep data in sync.
- Designing Workflows and defining SLA's as per client schedule
- Configuring UI Actions, UI Policies, Client Scripts, Business Rules & Email notifications § Created customized reports.
- Knowledge on Data import & Transform maps.
- Conducted Training for End Users & ITIL Users regarding ServiceNow functionality & working.
- Worked on User management to add, update and deactivate users in ServiceNow Create groups & provide roles.

Professional Trainings

- ServiceNow Fundamentals
- Virtual Agent
- Predictive Intelligence
- Agent Workspace
- Advanced Work Assignment
- CMDB, Discovery
- Service Mapping

Educational Qualification

- Bachelor of Engineering (Electronics and Telecommunication) – Mumbai University

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