Tushar Anand

An enthusiastic ServiceNow Developer, keen to learn and grow through challenge driven environments under a reputed organization.

- [Find me on LinkedIn here](#)

✉ tushar.vgc@gmail.com

📞 +91 7904627620

📍 House No. 0727, Sector – 3/D, Behind Kalyan Vidyalaya, Bokaro Steel City, Jharkhand - 827003

PROFILE SUMMARY

- IT professional with 5+ years of on-going experience as a Service-Now developer by implementing/customizing business requirements in Service-Now platform.
- Expertise in configuring Service-Now tool for various IT-Service Management (ITSM), Customer Service Management (CSM) processes, such as Incident, Problem, Change, Service Request, Service Catalog, Custom Applications, Scripts, Activity Definitions etc. with consideration of Service-Now best practices.
- Skilled in configuring SLA, Client Scripts, UI Policy, Workflows, Email Notifications, Scheduled Jobs, Run Scripts, Service Portal, Rest API and other web services and migration of Update Sets between different environments of Service-Now.
- Highly enthusiastic about designing process level solutions, developing solutions using his research skills.

CORE COMPETENCIES

Javascript, HTML, JQuery

REST APIs, AJAX, GlideObjects

Customizing Modules using Scripting objects available in ServiceNow (Business Rules, Client Scripts etc.)

Customization of forms, lists, roles, groups, tables, etc.

Integration with 3ʳᵈ Party tools (AWS, Azure, Monitoring Tools, Docusign etc.)

Cloud Discovery and Service Mapping

Performance Analytics and Dashboards

ITSM, Custom Scoped Application Developments, Customer Service Management

PROJECTS

#1   **Aug'22 – Present**
Punch IT
ITSM, Rest API Integrations, ServiceNow Platform Management (for one of the largest telecom giants of Australia)

- Performed enhancements and creation of new Catalog Items using Service Request Management using a customized task level workflow for Catalog Tasks and Approvals.
- Involved in requirements gathering, impact analysis, discovery phase of requirements covering interactions with Client and stakeholders.
- Calculation of effort estimation as per agile workflow for deliverables.
- Designed solutions to implement enhancements and requirements keeping ServiceNow best practices in consideration.
- Integrations with third party applications and, upstream and downstream systems using Rest APIs, to automate process for Customer Notification, services activation etc.
- Solution Design for Integrated Solutions, script optimization and platform performance.

#1   **Feb'22 – Aug'22**
SysIntegra Pvt Ltd
ITSM, Cloud Discovery, CMDB, ServiceNow Platform Management (for one of the largest energy providers of Australia)

- Performed enhancements and creation of new Catalog Items using Service Request Management using a customized task level workflow for Catalog Tasks and Approvals.
- Worked on incident resolutions related to Cloud Discovery and Catalog management.
- Automated discovery of cloud service (member) accounts using OOB APIs and scripts.
- Integrations with Azure, Office 365, Microsoft Online Exchange using Rest APIs, Integration Hub plugins and Flow Designers to automate IAM processes.

#2   **Oct'21 – Feb'21**
SysIntegra Pvt Ltd
Internal Project

- Research and Development on creating a customized virtual bot to accept command in Microsoft Teams and perform operations in both Microsoft Azure and ServiceNow.
- Enable the bot to understand Human Understandable Language and train it to prompt the user for the quickest resolution available without having to make him log into ServiceNow.
- Built use cases of Integrations for Identity Access Management.

EDUCATION

○ 10th from Delhi Public School, Bokaro Steel City, Jharkhand in 2010 with 83.6% GPA

○ 12th from Delhi Public School, Bokaro Steel City, Jharkhand in 2013 with 68.8% GPA

○ B.Tech. in Electronics and Control from Sathyabama University, Chennai in 2017 with 7.09 CGPA

PERSONAL DETAILS

Date of Birth: 03rd March 1995

Languages Known: English and Hindi

#3   **April '21 – Oct'21**
SysIntegra Pvt Ltd
Discovery and Service Mapping (for one of the largest online retailers of Australia)

- Service Mapped roughly 400+ application services using Tag-Based Service Mapping technique.
- Automated the identification of tags to be creating based on naming conventions and other network related parameters to identify CMDB Objects.
- Automated troubleshooting/identifying candidates not eligible/eligible for Service Mapping respectively.

#5   **Aug'19 – April'21**
Infosys Pvt Ltd
Custom Solution for a Customer Service Management – Scoped Application (for one of the largest telecom industries of Australia)

- Performed major role for the backend development as a Service-Now Developer.
- Developed workflows, Business Rules, Client Scripts, Integration, Notifications, Events, Forms, Lists, Modules, Scoped Applications, Tables, Views, Update sets, REST APIs, Activity Definitions, Widgets, Portals, Workflow Driven Portals etc. for Customer Service Management (CSM).
- Performed key role in handling all API related development/ implementation in Service-Now.
- Took end-to-end ownership of the multiple custom modules and bug-fixes along with their root cause analysis resulting in quick fixes and reduction of errors/bugs by 50%.
- Performed end-to-end Unit Testing for developed modules.
- Created re-usable Script Includes for Cross Scoped Application utilities reducing the effort of fellow developers to re-write the same script multiple times by 80%.
- Designed solutions for the return journey of a device through for Customer Service Management.
- Enabled ServiceNow to accept and send data from/to various upstream and downstream systems and maintain uniformity of data across all layers of the designed architecture.

#6   **Feb'18 – July '19**
Infosys Pvt Ltd
ITSM (Service Request Management) (for the busiest airport around the globe)

- Set up and participated in several client connects to show demo of developed items. This helped in understanding the business requirement better and design, develop the solutions accordingly for IT-Service Management (ITSM).
- Developed 150+ new catalog items for the clients. Also revamped 70+ of their existing catalog items and automated several manual processes by introducing automated tasks in their workflow. This saved time and revenue for clients.
- Implemented On-Boarding and Off-Boarding initiations using Order Guides for the first time through their portal.
- Connected with different internal teams from the client side for SLM process orientation and understanding business requirements, to ideate a practical resolution timeline in order to implement realistic SLAs and OLAs.
- Developed several Catalog Client Scripts, UI policies, UI action buttons, flow designers and workflow Run Scripts., re-usable variable sets and other OOB features.
- Streamlined their Notification process with Event notifications and Outbound notifications wherever required.
- Automated a highly dynamic design generation workflow for a Non-Standard Item.

Declaration

The above given information is true to the best of my knowledge.

Tushar Anand   Dated: 04th April 2023