Shatansh Srivastava– ITSM , ITBM & GRC

ITSM, ITBM & GRC – ServiceNow

IT Experience: 6.5 Years

ServiceNow Experience: 6.3 Years

Competency

- Currently working in Wipro limited as a lead developer since February,2022.
- ServiceNow Certified Administrator – IT Service Management, worked extensively on IT Service Management, IT Business Management,, GRC, Orchestration, Service catalog and Scoped Application and Service Portal and ServiceNow translations.
- Responsible for creation, process design, configuration, developing, testing, releasing and supporting Incident, Problem, Change, Service Catalog and involved in handling the post upgrade logs for released update sets.
- Involved in the system upgrades (New York and Madrid) versions.
- Handled Cloning activity of ServiceNow for maintaining data Integrity and upgrade of ServiceNow.
- Worked with scripting modules like business rules, client scripts, UI pages, UI actions, Workflows, ACLs in building the application customizations.
- Responsible for creation, process design, configuration, developing, testing, releasing and supporting Release management, Features, Demand Management., Vendor Risk management and Advanced Risk management Agile Development based upon the client requirement.
- Experience in integrating ServiceNow with Tenable and RSA Archer using REST/SOAP.
- Have worked in client agile projects by engaging with the leads of the project for the development, evaluation of the stories and migration between the test and product environments.

Skills

- ITSM Implementation.
- ITBM Implementation.
- Vendor Risk management and Advanced Risk Management
- Service Portal Translation
- Scoped Applications
- HTML, CSS, JavaScript

Previous Companies
*TCS- Dec,2016-Aptil,2019
*KPMG-April,2019 -Feb,2022
*Wipro-Feb,2022 - Till Present

Engagement Highlights

- Implemented ITSM , Advanced Risk Management and VRM.
- Worked on third-party Integrations like Tenable and RSA Archer.
- Worked on ServiceNow Custom Orchestration workflows.
- Worked on Service Catalogs and Scoped Applications.

Training and Certifications

- Certified Service-Now System Administrator.

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