SHUBHAM GOEL

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SUMMARY

- Service Now Certified Professional with more than 8.5 years of experience in ServiceNow Development and Implementation.
- Experience on various ServiceNow verticals like ITSM, HRSD, ITBM, SecOps, Custom Applications, Safe Workplace Implementation, Integrations, Platform Applications etc.
- Experience on implementing various modules like Incident, Problem, Change, Knowledge, Service Catalog, LDAP with Mid Server, Single Sign On (SSO), Service Portal, Integrations using REST and SOAP, Custom Applications, HRSD (Core and Employee Relations), Flow Designers, Virtual Agent, Vulnerability Response, Idea, Demand, Project, Portfolio, Resource Management, Safe Workplace etc.
- Certified ServiceNow Administrator (CSA), Certified Implementation Specialist (CIS-ITSM) & Certified Implementation Specialist (CIS-HR).
- Experience in Designing and Developing Custom Applications in ServiceNow.
- Experience on implementing Integrations with 3rd party tools and ServiceNow E- bonding using Scripted SOAP and Scripted REST.
- Worked in Create (Product) Team in previous and Current organization and taken Multiple Initiatives.
- Worked as Developer and Team Lead in multiple Projects.
- Experience in working on multi-tenant environment (Domain Separated).
- Experience on working on Stories and Agile Methodology.
- Experience working on Transition Projects and deploying ServiceNow within the timelines.
- Experience of giving ServiceNow Admin and Developer training and grooming trainees time to time.
- Handling ServiceNow specific recruitments for the organization and actively participated in interviews.
- Provided Postproduction support (Hyper Care) for multiple project.
- Exposure in Demonstrating, Requirement Gathering, Designing, Onboarding, Migration, End to end implementation, UAT, Upgrades, Code movements etc.
- Having good Exposure of Handling Clients on Onsite and Offshore Locations.
- Have Onsite Experience with Canada and Mexico Clients and have Active Canada Business Visa.

CERTIFICATES

- ServiceNow Certified System Administrator (CSA)
- ServiceNow Certified Implementation Specialist (CIS-ITSM)
- ServiceNow Certified Implementation Specialist (CIS-HR)
- Multiple ServiceNow Micro Certifications.

PROFESSIONAL EXPERINCE

✠ Ernst & Young (EY)   **(June 2020 - Present)**

Job Profile: Sr. Consultant (ServiceNow Developer and Team Lead)

○ **Project:** US Based Packaging Client
   Role: Team Lead & ServiceNow Developer

- Implemented SPM (Idea, Demand, Project, Portfolio and Resource Management).
- Developed an SPM Accelerator for ServiceNow Practice to Deploy SPM solution quickly for various clients.
- Develop Idea Record Producer, Custom Approval Functionality for Demand, Process standardization for Idea-Demand-Project Lifecycle.

○ **Project:** EY Everest (NewCo) Project
   Role: Sr. ServiceNow Developer

- Implemented Knowledge Management Module for EY Everest (NewCo).
- Worked on Knowledge Article Migration from Old EY instance to NewCo EY instance.
- Manage and Update the Knowledge Management Reports and Dashboard.

○ **Project:** Operational Resilience POC (GRC)
   Role: ServiceNow Developer

- Worked on Operational Resilience POC for Hongkong based Client.
- Created 2 Surveys in Operational Resilience application.
- Created Dashboard to manage Operational Resilience.

○ **Project:** Canada Based Educational Institute
   Role: Service Now Developer/Lead

- Design and Implement Vulnerability Response Application.
- Integrated ServiceNow with Rapid7 to bring Vulnerability Data into ServiceNow.
- Worked building logic for grouping of Vulnerability Items into Remediation Tasks.
- Design the Exceptional Approval process.

○ **Project:** US Based Energy based Client
   Role: Sr. ServiceNow Developer/Lead

- Worked single handed on Safe Workplace implementation.
- Worked on Vaccine Management and Return to Office part of application.
- Worked on Basic Portal configurations, Record Producers with Flow Designers.
- Developed many Dashboards and Reports.
- Engaged with Client on daily basis and keep them aware of the progress and gain their confidence.

- Successfully delivered the project with Zero Defect Hyper Care period.

⭕ **Project:** UK Based Audit & Tax Client
   Role: Sr. ServiceNow Developer/Lead
- Design and Implement ServiceNow Scoped Human Resource module.
- Worked on Core HR and Employee Relations Modules
- Converged the Legacy HR application into Scoped HR Application and did the Gap Analysis.

⭕ **Project:** UK Based Audit & Tax Client
   Role: ServiceNow Technical Lead

- Lead the Project from Technical side and Developed multiple Catalog Items and Record Producers.
- Revamped Old Catalog Items flows from Workflow to Flow Designers.
- Implemented Idea and Demand Management and Project management (ITBM)
- Done Basic APM changes as well.
- Done POC on Investment Funding.

⭕ **Project:** UK Based Audit & Tax Client
   Role: Sr. ServiceNow Developer

- Implement ServiceNow Legacy Human Resource module.
- Worked on Core HR module to create HR Ticket lifecycle using Flow Designers.
- Developed multiple Catalog Items, Record Producers and complex workflows.

✝ Hexaware Technologies Limited   (June 2017 – May 2020)

   Job Profile: Sr. Systems Engineer (ServiceNow Developer)

⭕ **Project:** Canada based Airlines Client
   Role: Sr. ServiceNow Developer

- Design and implement ServiceNow E-bonding for Service Request and Incident Management as part of convergence project.
- Worked as Convergence project, Converging from one ServiceNow instance to another.
- Worked on Upgrade London to Madrid version.
- Developed multiple Catalog Items, Record Producers and complex workflows.
- Managed and lead Steady State team also.

⭕ **Project:** Upgrade Project for UK based Facility Management Client
   Role: Sr. ServiceNow Developer/Team Lead

- Primarily responsible for Upgrading ServiceNow instance from Jakarta to London version.
- Manage the off-shore team and sort out technical issues.
- Effectively plan and execute the daily operations for upgrade.

- Run through all the test cases for multiple modules.

⭕ **Project:** Custom Applications for Hexaware Internal Offerings
   Role: Sr. ServiceNow Developer

- Created an custom application called Operations Insight.
- Created multiple dashboards to categorize the data automatically based on categorization rules.
- It also helps to analyze automation possibilities at runtime.
- Created an custom application called SLA Max.
- It allows dynamic SLA's to be created and attached to the tickets and condition is derived from 8 different conditions.

⭕ **Project:** ServiceNow Product Offering Implementation (Internal)
   Role: Service Now Developer

- Design and implement Knowledge Management module for Hexaware ServiceNow offerings.
- Integrated ServiceNow with Arago (3rd. party tool) to automate Incident and Service Requests.
- Design and implemented these functionalities using Scripted REST API, Business rules, Client scripts, UI policies, UI actions, Script includes etc.
- Worked on building basic Orchestration use cases.
- Upgraded the MSP Instance multiple times keeping all the functionalities intact.

⭕ **Project:** US based Healthcare Client (Life Science)
   Role: Service Now Developer

- Integrated ServiceNow with Dell to fetch warranty information laptop/desktop using REST Outbound.
- Developed many Service Requests and Record Producers.
- Worked on Service Portal (Made more than hundred Service Request compatible for Service Portal).
- Worked on various incidents and requests, logged by users.
- Worked on many enhancements on various modules like Change Management, Problem Management, Incident Management, Service Catalog etc.

✞ HCL Technologies Limited, India.   (Feb 2015-June 2017)

Job Profile: Senior Analyst (Service Now Developer)

⭕ **Project:** Upgrade Project for Canada based Communication and Media Client
   Role: Service Now Developer

- Upgraded ServiceNow from Fuji to Istanbul version.
- Run through all the test cases for various module like Incident, Problem, Change and Knowledge Management, CMDB etc.
- Developed many new Service Requests.

- Worked on various enhancement comes from customer end.

⭕ **Project:** US based Rubber Industry Client
    Role: ServiceNow Developer

- Implemented LDAP integration to fetch user data from Client Active Directory to ServiceNow Instance via MID Server.
- Implemented Single Sign On (SSO) functionality using SAML 2.0.
- Design and developed Incident Management, Problem Management, Change Management and Knowledge Management modules.
- Worked on CMS (Home Page) for client's Instance.
- Developed 20 Service Requests and Record Producers.
- Design and implement functionality using Business Rules, Client Scripts, UI Policies, UI Actions, UI Macros, UI Pages and Script Includes etc.
- Design and implement Workflow for various module like Incident, Problem, Change Management, Knowledge Management and Service Requests.

⭕ **Project:** Canada based Communication and Media Client
    Role: ServiceNow Developer

- Design and developed modules like CMDB, Service Catalogs, Incident Management, Problem Management, Change Management, User Admin etc.
- Design and implement functionality using Business Rules, Client Scripts, UI Policies, UI Actions, UI Pages and Script Includes etc.
- Design and implement Workflow for various module like Incident Management, Problem Management, Change and Service Requests.
- Design and Develop the concept of Moratorium Approval in Change Management.
- Configure various SLA as per the client requirement.
- Developed Complex Service Request and Record Producers.
- Provided Early Life Support after Project Go-Live.

⭕ **Project:** US based Finance Client
    Role: ServiceNow Developer

- Developed 50 Complex Service Requests, Record Producers (Service Catalogs).
- Design and implement functionality using Catalog Client Scripts, Catalog UI Policies, UI Actions, UI Macros, UI Pages, and Script Includes etc.
- Worked on creation and customization of complex workflows and custom workflow activities.
- Managed Update Sets and their movement to various environment (Dev/QA/Prod).

TECHNICAL SKILLS

Primary Skill : ServiceNow Development & Implementation
Scripting   : JavaScript , Jelly Scripting.
Languages   : Java , C , C++.

EDUCATION

EDUCATIONAL LEVEL	YEAR	Board/University
B. Tech (ECE)	2014	MDU, Rohtak.
Intermediate (XII)	2010	CBSE, Delhi.
High school (X)	2008	CBSE, Delhi.

PERSONAL DOSSIER

Date of Birth   : 03-03-1992

Father's Name   : Mr. S.K. Goel

Hobbies   : Photography, Table Tennis and Exploring new Places