**PAVAN KUMAR PATIL**

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**OBJECTIVE:**

Intend to build a career in Service Now with leading corporate of hi-tech environment with committed and dedicated people, which will help me to explore myself fully and realize my potential willing to work as a key player in challenging & creative environment.

**SUMMARY OF SKILLS:**

* Having 3+ year(s) of IT experience in **Service Now** both **Administration and Development**
* Extensive experience on technical implementation of various Service Now modules such as Change Management, Incident Management, Problem Management, Knowledge Base, Service Catalog, Workflows, service Desk, Reporting
* Worked on ACL, Business Rules, Client Scripts, UI Action, UI Policy, Transformation Maps, Creating Tables & Fields
* Have good knowledge and Hands on experience in Advanced Service Now System Administration, List/Form/Navigation Pane, Update Sets, Catalog Items
* Strong team player, ability to work independently and in a team as well, ability to adapt to a rapidly changing environment, commitment towards learning, Possess excellent communication, project management, documentation, interpersonal skills
* Able to proactively follow up with the user and other support teams to provide timely services

**EDUCATIONAL QUALIFICATION:**

B.tech Computer Science and Engineering from JNIT, Hyderabad – 2012

**TECHNICAL SKILLS:**

* **Primary Skills :** ServiceNow(ITSM) Development & Administration
* **Operating System :**  Windows98 /2000/XP
* **Scripting Language :** JavaScript.
* **Certification** : Certified System Administrator (CSA)

**PROFESSIONAL EXPERIENCE :**

* Working as a Senior Associate in Wipro Ltd from May 2020 to till date.

**Roles & Responsibilities:**

* On boarding of User, Groups and Roles data
* Worked with customer for the functional specification design for both incident and problem management process
* Implemented incident management, problem management and service Catalog
* Created views and modules to meet client requirements
* Worked on business rules on different scenarios to automate the process of incident and problem
* Created new fields and tables as per the client requirement
* Worked on data policy, dictionary entries and dynamic filters to meet the client requirements
* Worked on UI policies, UI actions, client scripts to make user interface effectively
* Implemented service Catalog effectively to make ServiceNow to end user friendly
* Implemented service level management for incident and problem management to monitor the progress of the tickets. Implemented different SLA’s based on priority, Assignment group etc
* Registered events in the system, based on the events fired notifications and script actions configured
* Created inbound email actions for updating the approval records and updating incidents
* Hands on experience in UI Actions for creating buttons, links and context menu items on forms and lists
* Have worked on Import Sets to Import the data from various data sources and using transform maps and transform scripts, field mapping to reach target table
* Involved in daily, weekly and monthly meetings with client on the work progress and discussions on the upcoming work
* Used update sets to move customization from one instance to another instance

**PROFESSIONAL EXPERIENCE 2 :**

* Worked as Senior Process Executive in Cognizant technology solutions from March 2018 – April 2020

**Roles & Responsibilities:**

* Designing Catalog items, Order guides and knowledge of Record producer
* Part of cloning and Upgradation of ServiceNow Kingston to Madrid
* Experience on Service Catalog, Workflow, Transform Maps
* Manage data with Tables, Import Sets, and Update Sets
* Worked on Script Includes, Catalog, Scheduled Jobs, Email Notifications, ACL's, Catalog Client Scripts, creating catalog items
* Created various Workflows for Incident Management, Problem Management and SLA’s
* Using Workflow Editor for creating workflow, Easy understanding business process
* Created SLA’s and participated in running SLA’s and responsible for closing successfully
* Developed Business Rules for customizing the tool
* Responsible in building Catalogs, Catalog categories and Record producers
* Defined users, groups and roles and providing access controls
* Extensive experience in implementation of Business Rules, Data Dictionary, UI Actions, UI Policies, Client Scripts and Validations Scripts in ServiceNow
* Experience in working on the ITIL Process Configuration like Incident, Problem, Change Management, Knowledge Management and Reporting in ServiceNow
* Pulling reports and scheduling the reports as per the client requirement in ServiceNow
* Experience in Designing, Customizing and Configuring Service Catalogue forms and workflows associated with them
* Experience in writing custom JavaScript code to enhance functionality in ServiceNow to support new business requirements

**PROFESSIONAL EXPERIENCE 3 :**

* Worked as a Service Desk in ICICI Bank Ltd. from May 2015 to Jan 2018.

**Roles & Responsibilities:**

* Managing all priority incidents
* Escalation and routing of tickets to the appropriate workgroups/teams
* Assisting with the fulfillment of Service Requests
* Monitoring the status and progress towards resolution of assigned Incidents
* Handles escalated calls upon request and follows up on customer issues. Maintains a supervisory log for tracking purposes. (20%)
* Answering incoming calls / chats/ web tickets and providing technical assistance following established procedures and guidelines
* Log and classify all queries, requests and actions accurately. Track resolution progress and proactively call customers with a status update or resolution if queries cannot be resolved on initial interaction
* Managing the tickets as per the client SLA’S

**PERSONAL INFORMATION:**

Name : Pavan Kumar Patil

Father’s Name : T.K. Patil

DOB : 21st March 1991

Marital status : Unmarried

Languages known : Telugu, English and Hindi.

Nationality : Indian

**DECLARATION:**

I hereby declare that the above mentioned information is correct to the best of my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Place: Hyderabad

Date: