



SERVICENOW
CERTIFIED
ITIL/CSA/CIS-ITSM

Vivekanand Kulkarni

SERVICENOW DEVELOPER

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TECHNICAL SKILLS

OPERATING SYSTEMS

Windows 11, Windows 10, Vista, XP,
LINUX

PROGRAMMING & WEB TECHNOLOGIES

JavaScript, CSS, HTML, XML

TECHNICAL

Service Now, XML, Glide, Jscript,
Business Rule, Client script, UI Policies,
UI Action, Serviceportal, UI
Micro, SLA, Workflow

FUNCTIONAL

Service management,
Incident/Problem/Change management.

INTEGRATIONS

PagerDuty.
LogMe In.
LDAP.
Active Directory.

TRAINING

ServiceNow Admin &
Development.

SUMMARY

A competent ServiceNow specialist with **11+ years** of professional experience working currently as Senior ServiceNow Developer with a vast knowledge and expertise on **ITSM** applications. My routine responsibilities include Analysis, Design & Development, Testing & Implementation of various developments in projects on the ServiceNow Platform.

TECHNICAL RESPONSIBILITIES

- Having **9+ years** of **ServiceNow** experience that started with Implementation, Customization and Maintenance of ITSM modules such as Incident Management, Change Management, Problem Management, Service Catalog, and User Administration in ServiceNow and completing **multiple projects successfully**.
- Supporting Production Instance includes handling **priority Incident & escalations** and creating extensive catalog Items & implementing best practice for existing catalogs.
- Performed Data migration to import data from **multiple sources**, different platform applications and **external databases**.
- Involved in setting up the SLAs as per the requirements with best performance and automated emails and reminders.
- Worked on Service Catalog and Request **Workflow Design** and Configuration.
- Experience in using the **Agile/Scrum methodology**.
- Worked on creating Users, Roles, Groups and loading the data to ServiceNow objects using import sets on daily, weekly, monthly and on request basis.
- Used **ACCESS CONTROL RULES** for securing and providing the right access to the right person/role.
- Configuring Data Item, Action Item and Function for **Mobile Agent** and **Now mobile App**.

MANAGERIAL RESPONSIBILITIES

- Oversee multiple projects and follow up on across **all phases of development**.
- **Monitor workflow** and make timeline adjustments as needed.

CERTIFICATES

Main Line Certifications:

CSA: ServiceNow Certified System Administrator.

CIS - IT Service Management.

Micro Certifications:

Automated Test Framework.

Application Portfolio Management.

Performance Analytics.

Predictive Intelligence.

Virtual Agent.

ITIL V3 Foundation certified.

PERSONAL DETAILS

NATIONALITY

Indian

DATE OF BIRTH

December 29, 1988

GENDER

Male

MARITAL STATUS

Married

LANGUAGES KNOWN

English, Hindi, Kannada, Marathi.

PAN Number:

ARCPV7354D

Passport Number:

K8353754

SIGNATURE

Vivekanand N Kulkarni.

- Work as part of an interdisciplinary team to achieve project milestones.
- Collaborate with **development, testing, and support** team to plan project sprints.
- Make vital decisions and drive **decision-making** across projects.
- **Implement** and **maintain** development best practices.
- Managed resource and **capacity planning** for projects.
- Managing goal setting and **evaluation & appraisal** process.
- Provided **development process training** to team members.
- Coordinated with customers to gather requirements and manage expectations.

KEY AUTOMATIONS

- Worked on customizing Incident, Problem and Change management screens using **Client Scripts, UI policies, Data Policies, Business Rules and Script Includes**.
- Solid Knowledge in gathering Systems Requirements **Analysis, Design, Coding, Testing, Implementation** and **Documentation**.
- Worked on SLA's, roles, groups, **access controls rules**, workflow, update sets, import sets and service catalogs.
- Worked on **Mobile Agent** and **Now mobile App**.
- Configuring **Push Notification, Push Message** and **Push Action**.

EXPERIENCE

Senior Support Specialist --Softtek, May 2020 to Till Date.

Enterprise System Specialist – Unisys, Sep 2017 to May 2020.

Associate Consultant – Wipro, Aug 2016 to Sep 2017.

Senior Software Developer – UST Global, Sep 2015 to Aug 2016.

Senior Software Engineer – Infosys, Aug 2014 to Sep 2015.

Software Engineer – Telma Solutions Inc, Aug 2012 to Aug 2014.

ACHIEVEMENTS

- Awarded "**TECHNICAL EXCELLENCE**" award for my focus, dedication, and commitment in most of my projects which were appreciated by Management and clients.

QUALIFICATION

- Bachelor's in engineering from BLDEA's college from VTU Belgaum.

Project#1

Organization: Softtek India Pvt Ltd

Clients: JetBlue,Echo,ABB, GE, Livingston,Elevate,Walmart and JUUL.

Duration: May 2020 to Till Date

Role: ServiceNow Developer

Responsibilities:

- Created new **Applications and Modules** in ServiceNow.
- Involved in **configuring the Business Rules, Client Scripts, UI policies, Access Lists** in ServiceNow.
- Involved in migration between various environments in ServiceNow **using Update Sets and Import Sets**.
- Involved in various **upgrade and migration activities**.
- Involved in customizing the form **design and layout** for Incident, Problem and Change management Processes.
- Worked on customizing Incident, Problem and Change management screens using **Client Scripts, UI policies, UI actions and Business Rules**.
- Created various workflows for Incident, Problem, and Change management Service Requests.
- The service we also provide to clients is a semi managed service for administering their Service desks that has been implemented. This includes various administration tasks within the **Service desk**.
- Created **Buttons and context menus** both on form and lists using UI actions.
- Designed Email Templates by using **html and jelly scripting** and used them in notifications.
- Written **Script includes** and invoked them in Business Rules and Client Scripts.
- Created data sources and loaded the ServiceNow tables with **different data formats**.
- Created transform maps both **automatic field mapping** and scripting.
- Involved in setting up the SLAs as per the requirements.
- Involved in Service Catalog and Request **Workflow Design and Configuration**.
- Configuring Data Item, Action Item and Function for **Mobile Agent and Now mobile App**.
- Worked on unit testing and development on **Continual Improvement Management (CMI)** module.
- Configuring **Dashboard for CMI**.
- Configuring **Applet, Applet launcher for Mobile Agent and Now mobile App**.
- Configuring **Push Notification, Push Message and Push Action**.

Project #2

Organization: Unisys Corporation

Client: CHI, TWC, WFM, Regeneron, Koerber.

Duration: Sep 2017 to May 2020

Role: ServiceNow Developer

Responsibilities:

- Perform day to day administration of Service-Now in **Development, Test and Production** environments to maintain **business services and configuration item relationships** in Service-Now.
- Experience in using the **Agile/Scrum methodology**. Knowledge in understanding of ITIL V3 and its components.
- Responsible for various workflows for Incident Management, Change Management, Service Requests and SLA's.

- Experience on ServiceNow **Customizations** as per client's requirement.
 - Worked on setting up **Email Notifications** for different ITIL modules in ServiceNow.
 - Involved in **Designing, Development, and Implementation** of **Service Portal**.
 - Involved in Configuration, **Web Services**, Catalog Client Scripting, SOAP, developing **complex workflows**.
 - Good experience in developing workflows and in customizing the applications in ServiceNow using **Java script, Jelly, AJAX, CSS, and HTML**.
 - Worked on creating **Users, Roles, Groups** and load the data to ServiceNow objects using import sets on daily, weekly, monthly and on request basis.
 - Worked with business analyst to create and modify Service Catalogs and Request **Workflow Designs**. Designed and implemented new functionalities.
 - Developed workflows and in customizing the applications in ServiceNow using **Java script, AJAX, HTML**.
 - Experience in configuring the **SLAs for various ITIL processes** as per the client requirements.
 - Worked on configuring Incident Management, Problem Management, Change Management, Knowledge Management, **Asset Management**, CMDB, Service Catalog and SNOW Reporting using **ITIL process**.
 - Developed solutions using JavaScript, Web Services, SOAP, REST, and other web technologies to integrate ServiceNow **with internal/ external systems** and tools.
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Project#3

Organization: Wipro Technology

Client: RSA

Duration: Aug 2016 to Sep 2017

Role: ServiceNow Developer

Roles and Responsibilities:

- Development of Service catalog which includes creating new catalog items, designing workflows and execution plans.
 - Implementation, Customization and Maintenance of **ITIL modules** such as Incident Management, Change Management, Problem Management, Knowledge, Service Catalog, CMDB, User Administration, and Reporting in ServiceNow
 - Supporting Production Instance includes handling Incident and working on Catalog tasks.
 - Creating **LDAP** servers and **LDAP OU** definitions for Active User Sync and Disabled User Sync.
 - Creating the **UI pages** to use them in catalog items, implemented using **UI scripts**.
 - Worked on **CMDB** and Asset management. Performed Data migration to import data from other applications and external databases.
 - Created various front-end forms, and associated **Client Scripts, UI policies**, including advanced customizations that require modification of **UI Pages/Macros**.
 - Developed workflows and in customizing the applications in ServiceNow using **Java script, AJAX, HTML**.
 - Design and implement new functionality using **Business Rules, UI Policies, and Access Lists** etc.
 - Involved in **cloning** activities like raising the request for cloning and excluding some tables to not come under cloning.
 - Supported the team responsible for the **implementation** and **administration** of the ServiceNow installation, including managing **system configurations, gathering** and **documented** user and process requirements, developing workflow customizations, and performing quality assurance testing and **user acceptance testing**.
 - Wrote Catalog client scripts and UI policies to make client-side changes and created the UI pages to use them in **catalog items**; implemented using **UI scripts**.
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Project#4

Organization: UST Global

Client: iSolve

Duration: Sep 2015 – Aug 2016

Role: ServiceNow Admin and Developer

Responsibilities:

- Involved in gathering the requirements from **the Business Team and creation of technical, functional specification documents.**
 - Implementation, Customization and Maintenance of **ITIL modules** such as **Incident, Change, Problem, Knowledge, Service Catalog, CMDB** in ServiceNow.
 - Setup the process for **Incident Management, Problem Management, Knowledge Management, Change Management, Asset Management and Service Catalog.**
 - Worked on loading the data into **ServiceNow using import sets.**
 - Involved in customizing the forms for the **Incident, Change and Problem Management ITIL processes.**
 - Implementation of different **Applications, Modules, Tables and Views** as per client's requirement.
 - Involved in coding the **Business Rules (Server-Side Scripting), Client Scripts (Client-Side Scripting), Script includes** in the ServiceNow.
 - Set up the **SLA for the incident, problem, change management** processes as per the requirement.
 - Worked with business analyst to create and modify **Service Catalogs** and Request Workflow Designs.
 - Involved in migration between various **ServiceNow** instances using **Update Sets.**
 - Worked on loading the data into ServiceNow using **import sets.**
 - Created **Order Guides** for New Employee and Contractor On boarding, Terminating Employee and Transfer of Employees.
 - Created various **Catalog Client Scripts** and **Catalog UI Policies.**
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Project#5

Organization: Infosys

Client: Swiss Re

Duration: Aug 2014 – Sep 2015

Role: ServiceNow Admin

Responsibilities:

- Ability to perform configuration and Customization of Service Now application.
EX: service catalog, incident, and change.
 - Development and working on Service Now plugging and Customization.
 - Service catalog like Building/maintaining workflow and various type of catalog items.
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Environment: ServiceNow (Latest Version), Webservices, JavaScript, HTML, CSS, REST, Agile, SCRUM, CMDB.