#

**Auqib Rasool Gilkar**

**OBJECTIVE**: To be associated with a firm which can provide career development opportunity to me and help me in contributing in its progress through my knowledge and skill. I intend to build a career with a leading corporate company providing modern environment with committed and dedicated people, which will help me to explore myself and realize my potential to the fullest.

**ORGANISATIONAL SCAN:**

**Company: Accenture India (Sep 2015 – Sep 2020)**

Designation: Cloud and ITSM Specialist Analyst.

**ROLES & RESPONSIBILITIES – Cloud and ITSM Specialist:**

* Good Experience in working on the ITIL Process Configuration like Incident and Problem Management, Knowledge Management, Reporting, in ServiceNow.
* General support, administration, and maintenance of ServiceNow platform and associated applications.
* Creation of configurations such as Service Catalogs, Business Services, Groups, Email Notification, Templates, SLA, Users& Customised roles etc.
* Working closely with ServiceNow functional team to build requested items and tasks using workflows to manage processes from the clients to the fulfilment teams.
* Manage the ServiceNow queue - keep tickets up-to-date, assigning and re-assigning as necessary. Follow-up with clients and close tickets in a timely manner.
* Proactively work with team members, colleagues and vendors to resolve complex technical problems in a timely manner.
* Experience in configuring the SLAs for various ITIL processes as per the client requirements.
* Design and implement new functionality using business rules, UI policies, and ACL lists etc.
* Functional knowledge and implementation of ITSM frameworks.
* Experience in creating reports in ServiceNow and schedule the report generation in ServiceNow.
* Flexibility to work with a variety of personalities and styles.

**Company: Nokia Networks and Solutions.**

**Time Period: (Oct 2020 – Present)**

Designation: R & D Engineer (ServiceNow Platform Specialist & SDM)

**ROLES & RESPONSIBILITIES – R & D Engineer – ServiceNow**

* Strong working and hand on Process Configuration like Incident, Problem and Change Management, Request Management, Knowledge Management, Reporting in ServiceNow.
* Familiar with ServiceNow Platform Capabilities and including ATF, Flow Designer and Agent Workspace.
* Working with IT and Business Stakeholder to gather requirements for new, modifying, maintaining the Service Catalog Items, workflow and optimize processes along with Catalog Framework.
* Experience in configuring the SLAs for various ITIL processes as per the client requirements.
* Design and implement new functionality using business rules, Client Script, UI policies, and ACL’s list etc.
* Working on agile methodology. Responsible for doing customization on existing ITSM, Knowledge modules etc.
* Creation of configurations such as Service Catalogs, Business Services, Groups, Email Notification, Templates, SLA, Users& Customised roles etc.
* Usage of background script for modification of records through back end and Manage the ServiceNow queue - keep tickets up-to-date, assigning and re-assigning as necessary. Follow-up with clients and close tickets in a timely manner.
* Responsible for Deploying and sending Global Communication to the Stakeholders in case of new application deployment
* Worked as Bridge between client and Senior Developers. Gathered requirement from the client and delivered to the developers analysing the possible challenges and its impact on the existing modules.

**Technical Skills**

* Tools: ServiceNow, BMC Remedy- like WQM, Rational tool (RTC), Bold Chat.
* Certified ServiceNow Administrator (CSA), Certified CIS - ITSM Implementation Specialist. Trained on Scripting in ServiceNow
* ITIL V3 Certified. (Trained on upgraded ITIL V4).
* Software Language: Knowledge and Working experience on HTML, CSS, and JavaScript.
* Computer Application: MS Office Suite
* Database: MYSQL, SQL Servers.
* Web Technologies: HTML and CSS.

**Academia**

* Class 10th from J&K state board of school education.
* Class 12th from JKBOSE.
* Bachelor of Computer Applications from Bangalore University.

**Personal Details**

**Date of Birth** 18th March 1995

Nationality Indian

**Sex** Male

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