



PROFILE

WORK EXPERIENCE

PRIYANKA SAINI

ServiceNow Developer

Phone Number: (+91) 972-980-9953

Email Address: sainipriyanka686@gmail.com

Senior **ServiceNow** Developer with more than 8 years of experience in IT industry, including 4 years of experience in ServiceNow Development. I have worked on automating ITSM processes, developing APIs, integrating with third party systems etc. all while following the industry wide best practices. Possess great leadership skills, client handling skills, extraordinary teamwork skills, strong attention to detail and accuracy.

Sr. **ServiceNow** Developer

Accenture

Noida, India | Aug 2022 to Current

- Developed multiple **fix scripts** to perform data clean-up in various instances.
- Experienced in **ServiceNow Cloning & Platform Upgrades** – preparing detailed project plan for upgrades and testing as a team lead.
- Worked on implementing **Automated Test Framework** to reduce time taken for Platform Upgrade.
- Handling all Client facing calls as team lead, analysing the client requirements and preparing first level project plans for new integrations and feature implementation in ServiceNow.
- Worked on implementing Virtual agent and AI search from scratch.
- Implemented Teams and VA integration, integrated MS sentinel with ServiceNow and Workday tool for updating user table on a daily basis with latest data from Workday.
- Experienced in building catalog items and workflows from scratch.
- Also working with Client-side Project managers who are using ITBM modules and advising them with the OOB functionalities available for their use.
- Responsible for handling all communications from ServiceNow vendor for any latest defects and applying fix for the same in all instances.
- Great at teamwork for enabling latest technology for use as soon it is out in the market.

ServiceNow Developer

HCL Technologies Ltd.

Noida, India | May 2019 to Aug 2022

- ServiceNow dynamic **Dashboards and Automated Reports**.
- Expertise in Business Rules, Client Scripts, **Inbound/Outbound APIs**.
- Worked on Developing, Testing & Deployment of the **Automation Scripts**.
- Worked on various ITSM modules eg: **Incident, Change, Problem** etc.
- Worked on creating various **Workflows** using **Orchestration**.
- Expertise with Global and Scoped **glide classes** including GlideRecord, GlideAggregate, GlideSystem etc.

Network Engineer

Infosys Ltd.

Bangalore, India | Aug 2015 to May 2019

- IP Application Services - NAT/PAT, ACL, DHCP, DNS, ICMP.
- Designing, Implementing and Troubleshooting LAN & WAN Networks.

CERTIFICATION

- ServiceNow Certified System Administrator (CSA)
- ServiceNow Certified Application Developer (CAD)

TECHNICAL SKILLS

- | | | | |
|--------------|--------------|------------------|-------------------|
| • JavaScript | • Workflows | • Business Rules | • Upgrades |
| • REST APIs | • Automation | • App Engine | • Integration Hub |
| • ATF | • Reporting | • Flow Designer | • Integration |

EDUCATION

Bachelor Of Science (BSC)

Kurukshetra University

July 2012 – May 2015

PERSONAL PROFILE

Full Name:	Priyanka Saini
Contact No:	(+91) 972-980-9953
Email:	sainipriyanka686@gmail.com
LinkedIn:	www.linkedin.com/in/priyanka-saini05
Date of Birth:	06 – July – 1995
Languages:	English, Hindi & Punjabi

DECLARATION

I declare that the details mentioned above are true to the best of my knowledge.

PRIYANKA SAINI