



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**.

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### 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.