PRIYANKA SHARMA

ServiceNow Specialist – Administrator, Configurator & Developer

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Profile Objective

Seeking a challenging position and career advancement to evolve into a professional individual in the industry and an intellectually motivating environment and to use my acquired skills and experience for the benefit and the success of the organization with the willingness to learn and enhance my knowledge.

Synopsis

A competent professional with 7 years of IT experience including 4 years of extensive experience in ITIL and IT Service Management Solutions in IT Infrastructure with expertise in the ITSM suite (Service-Now).

Implementing end-to-end Service Catalog, Incident Management, Configuration Management, Problem Management, Change Management, Reporting, Service Level Agreements, and monitoring Platform Performance.

Key Responsibilities

- Customization and Maintenance of ITSM modules such as Incident Management, Change Management, Problem Management, Service Catalog, and User Administration in ServiceNow.
- Supporting Production Instance includes handling priority Incident & escalations and creating extensive catalog Items & implementing best practice for existing catalogs.
- 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.
- 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.
- Worked on customizing Incident, Problem and Change management screens using Client Scripts, UI policies, Data Policies, Business Rules and Script Includes.

Technical Skills

- ServiceNow – ITSM
- JavaScript
- ITIL Processes
- Configuration Management
- Stakeholder Liaison

Work History

Nov 2022 – Current   ServiceNow Developer

Wipro Technologies, Friesland Campina , Gurgaon

- Providing support for day-to-day and new development activities for Service Now and interface points.
- Manage and develop various client-side objects like Client script, UI policies, UI actions, UI scripts, email scripts, server-side objects like Business rules, Script include, Workflow scripts, Schedule, notifications, dashboards, reports.
- Responsible for access control, security, minor enhancements such as form or workflow editing, and UAT/Regression testing of any development.
- Responsible for maintaining and growing data held within ServiceNow such as our users, locations, configuration items, service catalog items.
- Configuring and Maintaining SLA, catalog items, and their associated workflows.
- Working closely with IT and business partners to configure and improve core platform capabilities in accordance with ITIL best practices.
- Involved in customizing the forms for the Incident, Change and Problem Management ITIL processes.

Dec 2021 – Nov 2022   ServiceNow Developer

Coforge Limited, Virgin Australia, Greater Noida

- Build new workflow and customize Out of Box workflows for various applications including Service catalogue /fulfillment request, change management, problem management, service level agreement including custom IT /non- IT applications.
- Design, develop, test, document, and deploy high quality business solutions with the ServiceNow platform based on industry best practices business needs.
- Creating and configuring Business Rules, UI Policies, UI Actions, Client Scripts and ACLs.
- Developing and managing operational metrics reporting and dashboards.
- Supporting the development and analyzing customer requirements and assisting with the development of user stories.
- Creating and maintaining system design and operations documentation.
- Experience with use of Agile methodologies for software development.

Sep 2019 – Nov 2021   ServiceNow Administrator

Sun life Financial, Maxwell Health Billing, Gurgaon

- Performing daily, weekly, monthly system monitoring, verifying the integrity and availability of ServiceNow applications.
- Collaborating with Platform and Delivery teams to perform ServiceNow Upgrades and Patching. Coordinate system updates across different instances, ensure latest patches, and configuration changes.
- Assisting with report configuration, dashboards, and maintenance and performs operational administrative tasks, as needed.
- Actively collaborates with other teammates to perform code reviews, discuss new developments and projects, and shadow other junior admins/developers as needed.
- Participating in the daily scrum meeting and other related Agile ceremonies.
- Responsible for performing daily administration, issue resolution, and troubleshooting of the ServiceNow platform for any reported problems across all instances.

Mar 2019 – Sep 2019 IT Specialist

HCL Technologies, Noida

- Acting as a single point of contact for phone calls, chats, and emails from staff regarding IT Issues and queries.
- Answering and responding to all phone calls in a friendly effective manner (working towards SLA).
- Accurately record and prioritize Incidents and Service Requests against SLAs and resolution targets.
- Own and progress call queues (own queue & teams' queue) and support tasks, ensuring timely resolution within SLA.
- Participating in end user training sessions to ensure that users can use new technologies effectively.

Oct 2016 – Feb 2019 Application Support Engineer

Concentrix, Gurgaon

- Proven customer service experience with excellent written and verbal communication skills.
- Strong problem-solving and analytical skills with the ability to extract relevant information quickly and effectively.
- Experience of working in a fast-paced office environment with the ability to work under pressure and manage multiple tasks at a time.
- Creating, maintaining, and reviewing knowledge articles shared with all IT support teams.

Education

- Jun 2018 – Jun 2021 Master of Commerce - **IGNOU - Aggregate: 64.42%**
- Sep 2013 – Sep 2016 Bachelor of Commerce - **University of Delhi- Aggregate: 55.80%**
- Apr 2012 – May 2013 - 12th - **CBSE - Delhi-Aggregate: 68%**
- Apr 2010 - Mar 2011 - 10th - **CBSE - Delhi- CGPA: 7.2**

Certifications

Nov 2022	ServiceNow Certified System Administrator (CSA)
Nov 2022	Tokyo Delta – Certified System Administrator
June 2022	ITIL V4
Aug 2022	Microsoft Certified: Azure Fundamentals

Projects

Maxwell Health

- Subscription creation for various products/services (V3/V4) offered by Marketplace & EDI in Zuora with the help of Salesforce. Evaluating & resolving low priority tickets under Zen Desk.

   Skills – JavaScript, ITSM, UI Actions, UI Policy, Client Script, Server-side Script, Custom Applications, customization/configuration

Virgin Australia

- Responsible for providing INFRA support to all the associated regions (Australia, US & Europe) via bridge/call/email/chat.

   Skills – JavaScript, ITSM, UI Actions, UI Policy, Client Script, Server-side Script, Custom Applications, customization/configuration

Friesland   Campina

- Assisted client with technical solutions on multiple requirements to enhance the performance associated with products and services.

Skills – JavaScript, ITSM, UI Actions, UI Policy, Client Script, Server-side Script, Custom Applications, customization/configuration

General Information

Father's Name Mr. Hari Chand Sharma
Mother's Name Mrs. Roopa Sharma
Date of Birth   24.06.1996

Declaration

I hereby declare that the above particulars of facts and information stated are true, correct, and complete to the best of my belief and knowledge.

Signature: Priyanka Sharma
Date: