

Nitesh Kumar

ServiceNow Developer/Administrator

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📍 Delhi, India

SUMMARY

ServiceNow Certified System Administrator, Developer and Implementation Specialist having 5.8 years of experience and good Javascript knowledge

KEY SKILLS

JavaScript

Agile/Scrum methodology

ITSM

ITBM

Custom Application

Servicenow

HTML

CSS

ITIL

Service Portal

Integrations

PROFESSIONAL EXPERIENCE

Sr Infra Developer

Dec '18 - Present

Cognizant Technology Solutions(CTS)

Gurgaon

, MNC Projects : HR4you, Finance4you and Procure4you.

- Aided in **email integration** to create tickets in servicenow and emancipated 90% efforts of end user to create the request.
- Directing weekly **scrum calls** with process owners, Experience in handling Bug Fixes and Enhancement requests within **SLA(33%)**.
- Supervise/Lead all the **INC** and **TASK** assigned to our team and resolve them within SLA(Under avg 45% of business time)
- Administered extensively on **ACL's, Email Notifications, SLAs, Events, chats and User criteria**.
- Developed **Service Catalog, order guide, record producers**, with/without **catalog builder**.
- Constructed **Assignment lookup rules table** to make process data-driven and managed by **business**.
- Built **Business rules, Script includes, Client Scripts, UI policies** and have good command on servicenow **API's**
- Created **widget**, portal pages and revamped on assignment rules for tickets to make the process data-driven.
- Designing **Forms, Dashboards, Reports, gauges, home pages** and **Flow designer**.
- Constructed **IDR(Instance data replication), Agent workspace** to save avg 10hrs/week.
- **Mentored Junior developers** team of 2 and implementing solutions using the **Agile/Scrum methodology** and surpass KPI targets.

ServiceNow Developer

Jun '15 - Dec '18

P.S. Inteligencia Analytics Pvt. Ltd.

Noida

Client - General electric(GE). Projects : CEFF(Crew Employment feedback form)

- Acted on **order guide** for new environemnt request which aided in making joining process faster by 60%.
- Prepared **Knowledge base** and knowledge articles in ServiceNow
- **JDBC** integration to fetch data from 3rd party database via Data sources
- Configured **Mid Server** and formulated **transform scripts** and **Schedule jobs**.
- Originated **Script includes** experience in working on SQL queries, **Studio Editor** and **Background Scripts**.
- Systematized Consultation, Requirement Gathering, Implementation, design, development, documentation and deployment.
- Designed custom **tables** and implemented **transform maps** and **data sources**.
- Good understanding of **ServiceNow Data model** and configuration/customization best practices.
- Modelled ServiceNow **Automated Test Framework** which delivered 70% less time for unit testing.
- Produced **Client scripts, UI policies, Data policies, UI actions and email scripts and email templates**.
- Built crew employment feedback form(CEFF) custom application on Service Now improved 80% of business time.

Certifications

Certified Service-Now System Administrator

Application portfolio management - Micro-certification

Around 43 now-learning achievements - <https://account.servicenow.com/personal-data/11e9c314b/dd22d9aad/b40a6cdf/a1f44VL5D/resume.html>

EDUCATION

BE (Computer Science and Engineering)

Jun '15

Army institute of technology - Pune University

Pune

Senior Secoundry

Army Public school

Maths, Chemistry, Physics

Languages

English.

Hindi