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Summary

I have 3 years working experience as ServiceNow Developer with understanding and work experience on ITSM module.

Hands-on experience on developing custom application from scratch involving incident, change and request management. As a single resource, autonomously developed a SNOW application as per client requirements and took the project through Go Live process.

Skill Set

- Overall, 4+ years of experience with 3 years of experience as a ServiceNow Developer
- ServiceNow Components: ITSM, Service Catalog
- Tokyo Delta - Certified System Administrator
- I have worked on Service Portal, Notifications with knowledge in web technologies – HTML, CSS, JavaScript
- Configuration like Creating Groups, Users, Roles, Form design, Form Layouts
- Development of Business Rules, Client Scripts, Script Includes, UI Policies, UI Action
- Good understanding of Java script with GlideRecord, GlideAjax, Reference qualifiers
- Configuration and Development of Service Catalog, Catalog Items, Record Producers, Order Guides, Flow design, Variable sets
- Hands-on experience with inbound email actions, Notifications, Events, Update Set, Import Set, Transform Map, UI Actions, Dictionary Override, Assignment Rules, and Approvals
- Worked on Service Portal customisation, including working on Widget, Pages and other configurations related to the service portal
- Sound experience in creating scripts like Client Scripts, Catalog Client Scripts, UI Scripts, and UI Policies and data policies
- Sound experience in working in AGILE software development practices
- Experience in migrating changes between various environments in ServiceNow using Update Sets
- Established and maintained effective communications with customers and vendors about requirements

Work Experience:

Sr No	Organisation	Profile	Joining Date	Work Experience
1	Vadini Infocenter.io Pvt Ltd	ServiceNow Consultant	Sept 2019	3 Years 3 Months
2	Vadini Infocenter.io Pvt Ltd	AngularJS Consultant	May 2018	1 Year

Education Qualification:

Degree	College/University	CGPA	Pass Year
BE (Information Technology)	G.H. Raisoni College of Engineering, Nagpur	8.02	2017

Certifications:

- CSA (Certified System Administrator) – December 2022 (Updated with the latest versions)

Projects Undertaken:

Project Title	ServiceNow Implementation and Development
Duration	May 2021 to Present
Project Description	Implement and utilize appropriate ServiceNow components to provide the business solution for custom application development
Roles/ Responsibilities	<ul style="list-style-type: none">➤ Experience in implementing end-to-end ITSM modules like Incident Management, Problem, Change, and Knowledge➤ Worked with different kinds of scripts in ServiceNow and their order of execution➤ Hands-on experience with UI Policies, Data Policies, Client Script, Business Rule, Script Include, UI Actions➤ Hands-on experience with inbound email actions, Notifications, Events, Update Set, Dictionary Override, Assignment Rules, and Approvals➤ Extensive knowledge in creating Catalog items, Flow design, inbound email actions for service requests➤ Hands-on experience with Performance Analytics, Reporting, and Dashboard➤ Service Portal customisation, including working on Widget, Pages and other configurations related to the service portal➤ Performs migration activities Dev to QA, QA to Prod➤ Experience on various ServiceNow Out-of-the-Box (OoB) customizations as per the client's requirement➤ Established and maintained effective communications with customers and vendors about requirements➤ Worked on Go Live process and converted into DevShop

Project Title	ServiceNow Customization and Development
Duration	Nov 2019 to Apr 2021
Project Description	Customize existing ServiceNow modules and perform different administration activities in ServiceNow
Roles/ Responsibilities	<ul style="list-style-type: none">➤ Creation of user groups and roles based on client requirements➤ Used Import sets to import data into ServiceNow➤ Worked on Transform Map and Transform script➤ Worked on CMDB and Configuration of mid server➤ Creating and working on Business Rules, Script Includes, Client Scripts, UI policies, scheduled jobs, events and notifications➤ Implemented Catalog Items, Catalog UI policies, Record producer as per the requirements➤ Configuration of Email notifications and alerts to notify users about specific activities in the system