Shantanu Bhaganagare



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# SKILLS AND CERTIFICATIONS

* JavaScript, HTML, CSS
* ServiceNow.
* ServiceNow Certified Administrator (Paris).
* ServiceNow Certified ITSM Implementation Specialist (Paris).
* Flow Designer Micro-certification.

# EDUCATION

Shri Shivaji Highschool Kandhar (March 2012) – 85.45 %

Shri Shivaji College Kandhar (March 2013) – 67.08 %

Bachelor of Engineering: Electronics & Tele-communication (Nov 2018) - 61 %

# CAREER SUMMARY

* Qualified IT professional with 2 years of total experience as a ServiceNow developer.
* Efficient Team Member with good planning and organizational skills.
* Good understanding on ServiceNow architecture with respect to client instance.
* Understood technical & functional process for ServiceNow.
* Worked in Agile Methodology.

# EXPERIENCE

## Atos India Pvt Ltd

July 2019 – Present

* Hands on experience on ITSM modules such as **(Incident, Change, Problem, Knowledge Management)** Service catalog & as knowledge in Service Portal.
* Developing & configuring **Business Rules**, **Client Scripts**, **Script Includes**, **UI policies**, **UI actions, Data Policy, User criteria, Catalog Client Scripts & ACLs.**
* Configuring **Inbound Email Action, Notifications, Email Templates & Notification Scripts, SLAs, Tables, ACL’s, Forms, Reporting.**
* Experience enhancing the Service Catalog, **workflows** and customizing service catalog requests.
* Experience of creating **flow Designer**.
* Knowledge of Transform map.
* Worked on **Asset Management**.
* Worked on service portal and modified OOB widgets as per client requirements.

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| **Client(s)supported** | Continental AG, Industriens Pensions, Huntsman (ATF2.0 Global Instance),  Atos Global internal (GIT). |
| **Role** | ServiceNow Developer. |
| **Tools Used** | ServiceNow |
| **Activities** | As Developer I worked for above clients.   * Creating Customized Catalog Items and automate task for different clients. * In Asset Management, customization of tables, script include, client scripts, Business rule, ACL, UI Policies as per client requirements. * Mapping of Hardware Model, Model category with Assets and CI. * Update all hardware asset through Microsoft Intune Interface. * Creation of flow designer for catalog items. * Transform Map. * Worked customization of Incident, Change, Problem, Requested Items. |

**PERSONAL INFORMATION**

**Date of Birth :**19, August 1996

**Nationality :** Indian

**Marital Status :** Unmarried

**DECLARATION**

I am confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge.