

Ravikumar Kambale

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Bengaluru

Professional Summary:

Currently I am working with PwC India as ServiceNow Senior Engineer with overall experience of 10+ years in IT industry with relevant experience of 6+ years in ServiceNow application. My core competencies include ServiceNow Platform/Technical support, Administration, HRSD, ITSM, CMDB, Scripting, Customizations, Enhancements, Functional Testing and Azure DevOps (ADO board). I have good experience in providing exceptional technical assistance to customers, skilled in troubleshooting, problem-solving and delivering prompt resolutions. I am certified in ITIL, ServiceNow CSA & CIS-ITSM.

Professional Experience:**Senior Associate - PricewaterhouseCoopers India (July 2019 - present)**

- Primary responsibility is to provide technical assistance and support to customers via phone, email, or chat to understand and address their technical issues, resolving customer issues, ensuring the smooth functioning of the platform, and improving existing functionality/enhancement using JavaScript.
- Troubleshoot, diagnose & resolve technical problems related to ServiceNow platform usage, configurations, integrations, or customizations. Reproducing the issue in various instances (test, development). Analyze log files, error messages, and system behavior to identify root causes and implement appropriate solutions.
- Manage and prioritize customer-reported incidents in accordance with predefined service level agreements (SLAs). Keep customers informed about the status of their reported issues and provide regular updates until resolution. Work closely with cross-functional teams to ensure timely resolution of customer problems.
- Collaborating with Process Owners, Customers, Developers and ServiceNow architects to find loopholes & fine tune application functionality to ensure smooth functioning of the platform.
- Creation of knowledge articles, FAQs, and troubleshooting guides to facilitate self-service for customers. Document known issues, workarounds, and best practices to improve efficiency and effectiveness in handling customer inquiries.
- Performed Functional/ Regression/Smoke testing of Product Backlog Items (PBI), Enhancements and Bugs/Defects using Azure DevOps (ADO board) and properly documenting the Testing steps in ADO board and have experience working in Agile methodology.
- Validation of new features, bug fixes, and enhancements in ServiceNow releases. Identify and report any issues or defects found during testing and work with the development team to resolve them.
- Good understanding and exposure on ServiceNow modules such as Incident, Problem & change Management, Configuration & Asset Management, Project & Demand Management etc.
- Managing daily activities which includes granting user access, creating/modifying groups and users, instance health check etc., configuring roles, ACLs, performing Bulk upload of table records or Configuration items (CI) using Import Sets and Transform Maps. Responsible for creating reports, advanced reports and dashboard & running Fix scripts, Scheduled jobs manually.

- Worked on UI customizations to add Tables, Modules, Forms, Lists, Fields, UI Policies, UI Actions, Form Design & layout, Dictionary, Dictionary override etc.
- Have Experience and good exposure in creating, configuring, and debugging Business Rules, Client Scripts, UI/ Data Polices, UI Actions, ACL's, Workflows, Scheduled jobs, Background Script, Fix scripts etc.
- Have worked on Email notifications, Inbound email actions, Event registry, Catalog items, Order guide, Record producers, SLA definition, Schedules, Script actions etc.
- Experience and good understanding on Inbound, outbound integrations, web services and REST API.
- Worked on stories and created Update Sets & Batch for moving group of customizations from lower instance to higher instance. Created Health scan for updates sets and following ServiceNow technical best practices for all the development activities.
- Worked in integrated development environment or Team Development to work on separate development instances while sharing code and resolving collisions throughout the development process.
- Used the team dashboard to manage Team Development activities, such as Tracking local changes, determining which changes to promote to the parent development instance, pulling changes from the parent instance and resolving any collisions with local changes.
- End to end management of change requests from RFC creation, assessment, quality review, approval and scheduling the changes. Distributing change requests, code review and deploying changes in Test and production instances and following change management best practices.
- Monitoring ServiceNow performance proactively by checking long running transactions/jobs, Sys Trigger, SLA Async Queue, Events etc. & raise HI case with vendor to avoid any potential major outage.
- Participated and coordinating the instance upgrade activities. Managing the activities handled by ServiceNow vendor like instance upgrade/patch, cloning the instances from prod to non-prod, AHA, index creation etc.
- Good understanding of GlideRecord, GlideAggregate, GlideAjax, GlideSystem, ServiceNow Client-side and Server-side technical components.
- Experience of working in 24*5 shift environment, have led the team, and engaged with shift responsibilities. Mentoring and providing knowledge transfer to the team members.

IT Operations Analyst - Accenture Services Pvt Ltd (Mar 2016 - July 2019)

- Act as L2 ServiceNow support analyst for analyzing, troubleshooting & fixing issue related to ServiceNow. Have worked on Incident, Problem, Change(CR) & Service request(SR) using ServiceNow platform and providing appropriate solution to customer as per defined SLA..
- Troubleshoot, diagnose & resolve technical problems related to ServiceNow platform usage, configurations, integrations, or customizations. Analyze log files, error messages, and system behavior to identify root causes and implement appropriate solutions.
- Worked on UI customizations to add Tables, Forms, Lists, Fields, UI Policies, UI Actions, Business Rules, Client Scripts, and Script Includes. Creating new Groups and adding Users to the groups.
- Imported Configuration items (CI) from third party applications using import set tables. Involved in running the daily and weekly jobs to push the data into the application using Import Sets and Transform Maps. Responsible for creating reports, advanced reports, and dashboard presentation.
- Monitoring ServiceNow system health and performing regular BAU activities.

Previous Experience:

Operations Manager at **Wipro Limited** (Oct 2015 - Mar 2016)

IT Analyst at **Tata Consultancy Services** (July 2014 - Oct 2015)

BMC Remedy Asset Mgt Analyst at **Cisco India** under **STS Technologies** payroll (Nov 2012-Jan 2014)

Academic Credentials:

High School (X) from Sainik School Bijapur (2006)

Intermediate (XII) from Sainik School Bijapur (2008)

Bachelor of Engineering in CSE from RNS Institute of Technology Bangalore (2008-2012)

Training and Certifications:

ITIL 2011 Foundation Certified from Axelos.

ServiceNow Certified System Administrator.

ServiceNow Certified Implementation Specialist - IT Service Management.

ServiceNow Application Development Fundamentals - pending certification.

Awards:

STAR&R Above and Beyond Award from PwC India.

Declaration:

I consider myself familiar with Engineering aspects & my work experience. I am also 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.

Place: Bengaluru

Ravikumar Kambale