Amol Shah

IT Services Management Professional

CERTIFICATIONS

ITIL V3 Certified

Certified - ServiceNow System Administration

ServiceNow CIS- ITSM

ServiceNow CIS- Discovery

ServiceNow CAD-Certified

Application Developer

Certified Associate -BMC Helix ITSM Admin

AREAS OF EXPERTISE

ITSM tools (Remedy/ServiceNow)

Service Level Management

Vendor Management

Customer Management

Stakeholder Management

PERSONAL SKILLS

Problem solving

Commitment to outcomes

Highly analytical

ACADEMIC QUALIFICATIONS

Master of Computer Application (MCA)
Pune University 2008-2011

PERSONAL SUMMARY

A confident and reliable IT Professional with 12.5 yrs. of experience in IT, mainly working in IT Services Management (ITSM) landscape. I am having around 5+ years of experience in service now ITSM, ITOM and Integration with third party application.

WORK EXPERIENCE

RHI Magnesita – **Solution Architect**: Feb-2023-Present

- Integrated **Azure Devops** application with **service now** using **REST API**.
- Designed custom application to integrate **SAP** related services and backend process flow.
- Integrated **SAP GRC** application with service now using **SOAP WEB SERVICES.**
- Playing multiple roles as **Architect/SME** for all the ServiceNow **ITOM** related activities
- Integrated Landsweeper database using JDBC connection to pull data into CMDB tables using Integration Hub configuration.
- **Architect /Design Integrations** with ServiceNow using **Mid server**, **web-services**, and other relevant technologies
- **Co-ordinating** with **ServiceNow Product Owner & Process Owners**

Tech Mahindra – **Solution Architect**: June 2021 –Jan 2023

Worked as Solution Architect in **Global ServiceNow** team and managed all the activities for **ServiceNow Migration Program** where we have migrated all the customers from Legacy tools to ServiceNow platform.

Duties:
- Worked on various modules of **ServiceNow** like **Incident, Change, Problem management, Service Level Management & Reporting**
- **Strong ITIL process** understanding and implementation in current **ServiceNow** environment
- Gathering the information of **current Legacy (ITSM)** setup and understanding the **migration requirements**
- Based on the analysis, **strategizing the Migration plan** and **formulate** the tasks to the team
- Developed and Configured **Business Rules, UI Policies, Transform scripts, Client scripts**
- Involved in **developing reports** and **scheduling** them as per the customer requirements
- Developed **Procedures** for **CMDB data** validation and import templates for migrating the data from BMC Atrium to ServiceNow
- Maintain **business process flows** and **functional designs**
- Implemented the **Discovery setup** following the **Best Practices**
- Hands on setting up the **Discovery Schedules &** debugging through the **Discovery Status, Logs and ECC Queue**
- Configuration level understanding of **Probes/Sensors & Patterns**
- Monitoring the **Discovery Dashboard to understand the ongoing Discovery operations**
- Worked on **CMDB** & setting up the **IRE** & **Data Precedence** Rules
- Good Understanding of **MID** server configuration and its setup in enterprise network

PERSONAL DETAILS

M: +91- 9860066938
E: shah.amol2@gmail.com

DOB: 31th Jan 1988
Nationality: Indian

Amdocs – Solution Architect | Nov 2017 – June 2021

Onboarding new customer and doing customization as per customer requirement.

Duties:

- Integrating custom mailbox to create incident ticket by configuring inbound rules.
- **On boarding new customer by configuring foundation data and integrating with third party application.**
- Performed **ServiceNow Instance to Customer's ServiceNow/BMC Remedy/Azure Devopos Instance Integration with the use of Web services (SOAP/REST)**
- **Play a substantial role in driving break/fix analysis**
- **Building framework for Incident and change ticket Integration with third party application.**
- **Automation of routine tasks including design, creation and implementation through the Workflow Designer.**
- **Designed solution for automatic ticket resolution using AI.**
- **Designed heartbeat connectivity health check between two third applications.**

Atos - Technical Lead | May 2016 – Nov 2017

Project : Remedy Upgrade / Integration with third party application.

Role : Remedy Technical Lead/ Senior Solutions Architect

Duties:
- Leading the team for remedy upgrade project and re-designing new architecture for newly upgraded remedy application.
- Involved in enhancement, improvement plan in existing interface.
- Designing solution for new upcoming integration project, by exposing the CMDB functionality to 3rd party application.
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Vyomlabs - Senior Engineer | Feb 2011 – May 2016

Project: Emirates of Global Aluminum (EGA,Dubai).

Role : Remedy Consultant

Duties:
- Installation of AR Server, ITSM, Configuration of Support Group, Company,
- Assignment Rules, Product, Operational Category. Integration of asset modulewith third party application.

Project : AR Server/ITSM/CMDB Product Support
Customer : BMC Software.

Project : ITSM Customization
Customer : Tech Mahindra