

Ankita

SERVICENOW DEVELOPER

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Objective:

To work with a progressive organization that allows me to apply my knowledge and skills, and to be a part of a global team that dynamically works towards growth of the organization, customers & its people.

Professional summary:

- Acquired more than **5.5 years** of IT experience working across multiple domains like ServiceNow Development, L2/L3 Support with primary focus on **SNOW Development**.
- Over **3.5 years** of hands-on experience in designing, developing, and implementing ServiceNow solutions.
- Proficient in creating **users, groups and roles**.
- Automated process by creating or maintaining existing **Flow designers**.
- Skilled in configuring service **catalog items & request workflows**.
- Scripting and Automation: Strong background in **JavaScript, Client and Server APIs**.
- Experience in configuring and customizing the **Configuration Management Database (CMDB)** tables.
- Migrated code and other customization between environments using **Update Sets**.
- Proficient in creating and maintaining **fix scripts**.
- Developed and maintained **workflows, business rules, client scripts, UI policies and Email notifications to automate and optimize ITSM processes**
- Collaborated with cross-functional teams to understand requirements and ensure seamless development.
- Documenting the customizations thoroughly. Including details about the changes made, reasons behind them, and any impact on existing processes.
- Communicated the changes to relevant stakeholders, including end-users and support teams.
- Followed **Agile Scrum methodology** to develop and implement the stories as a part of sprint.

Professional Experience:

- Working as a **Technology Team Lead in Infosys Limited (Full Time Employee)** from **10/12/2018 till present** in Pune, IN.

Past Projects:

Proctor & Gamble (P&G): Feb 2021 – Present.

My overall tenure comprises of:

- Customization of CMDB tables to align with client requirements, including adding new fields, modifying existing fields, and adjusting relationships.
- Configuration of Transform Maps to import data from external sources into ServiceNow via data source.
- Creation of more than 30 custom catalog items in ServiceNow, meeting specific business requirements and enhancing user experience.
- To customize existing workflows and designed new workflows to automate catalog item functionality.
- Development and execution of ServiceNow fix scripts to address critical issues, resulting in improved system stability and performance.

- Designed and implemented business solutions on the ServiceNow ITSM platform
- Successfully customized OOB ITSM modules like Incident Management, Problem Management and Change Management according to client requirements.
- Implemented user stories via Notifications, Client Scripts, UI Policies, Business Rule, Script Includes.
- Designed comprehensive test cases for both regression and functional testing of development made.
- Used background scripts in case of any data validations.
- Adhere to best practices and coding standards while doing development.
- Documentation of technical specifications, solutions, and configuration for future reference.

Lumen Telecom: Dec 2018 – Jan 2021.

My duties involved:

- Performing data clean-up of various devices in Transport and switch.
- Creation of various trails for transport devices using PTD tool
- Performing planning, disconnect and grooming of active circuits.
- Incident Monitoring and management using ServiceNow.

Education Qualification:

- **BE (ECE):** RGPV University (Lakshmi Narain College of Engineering) - **2016** (Grade – Distinction)
- **Intermediate:** KNM Academy, Munger - **2012** (Grade – Distinction)
- **Tenth:** S K P Vidya Vihar, Bhagalpur - **2010** (Grade – Distinction)

Technical Certifications:

- ServiceNow Certified **System Administrator (CSA)**
- ServiceNow Certified **Application Developer (CAD)**
- ServiceNow Certified **Implementation Specialist (ITSM)**

Personal Skills:

- Excellent analytical, problem solving, communication and interpersonal skills to manage and interact with individuals at all levels.
- Ability to interact effectively with other members of the Business Engineering Team.
- Absolutely capable of working in a fast paced, dynamic, team-oriented environment.
- Strictly adhere to the quality standards and strive hard to provide 100% quality output.
- Ability to produce high quality technical documentation and analysis.

Hobbies & Interests:

- Reading novels, news & blogs.

Personal Profile:

Date of Birth : **25-Aug-1995**
 Nationality : Indian
 Languages Known : English & Hindi
 Birth Place : Bhagalpur, Bihar
 Current Address : Hadapsar, Pune, 411028.

Declaration:

I hereby declare that the information furnished above is true to my knowledge & belief.

Place:

Date:

Sign