

NISHANT KHETERPAL

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CSA, CAD, CIS-CSM, HRSD, ITSM (Tokyo

Version) Certified

Valid VISA – B1/B2 (US)

CAREER GOAL

An ambitious and optimistic certified Working Professional with over **10 years** of Progressive Experience in the IT industry involved in providing ITIL along with ITSM, CSM, HRSD, ITBM, IRM Solutions in IT Infrastructure with expertise in the ITSM suite (Service-Now).

PROFESSIONAL EXPERIENCE

Total Corporate Experience: 10 Years

ProV Infotech Systems, Chennai (July 2023 to Till Date)

Designation: Technical Lead

Role: ServiceNow Solution Architect

Website: www.provintl.com

Managerial Responsibilities

- Responsible for end to end project lifecycle management.
- Worked closely with customers on daily scrum calls and story assignments.
- Responsible for sprint retrospectives, story review with customers and developers.
- Responsible for documentations, sign offs and story implementations review as per the ITIL standards
- Worked on **WASP integration** as that seems tricky with Integration Hub and managed Hardware and consumable models and assets imports
- Worked closely with the other team members to resolve conflicts.
- **Client complaints handling** in a professional manner which comprises of my **functional roles** being at 2nd level in escalation matrix.
- Approaching tasks and its solutions with the lowest code to ensure smooth upgrade to **Vancouver** version
- Responsible for distributing information to team members and stakeholders.
- Responsible for **keeping track** of and structuring various tasks, employees, and documents.
- Coach team members, develop team strengths and improve weaknesses, organize team initiatives, resolves conflicts.

Genpact India Private Limited, Noida (December 2021 to July 2023)

Designation: Senior Manager

Role: ServiceNow Solution Architect

Website: www.genpact.com

Managerial Responsibilities

- End to End Design and Development on **ServiceNow App Engines - PaaS** including requirement gathering, design, build, testing and deliver complete solution to customer. Participate in customer meetings to front end technical discussions & workshops **including project commercials**.
- Handling a team of 15 members for an application configurations and customisations.
- Various Implementations on Business diverse requirements by taking care of the ServiceNow performance. Fair knowledge on web-services, portal & **Integrations**
- Successfully deployed multiple applications and its handover by working closely with the teams on **technical front**.
- Responsible for overseeing all activities within a team.
- **Client complaints handling** in a professional manner which comprises of my **functional roles** being at 2nd level in escalation matrix.

- Approaching tasks and its solutions with the lowest code to ensure smooth upgrade of versions going further
- Responsible for distributing information to team members and stakeholders.
- Responsible for **keeping track** of and structuring various tasks, employees, and documents.
- Coach team members, develop team strengths and improve weaknesses, organize team initiatives, resolves conflicts.

Serviceberry Technologies, Pune (August 2019 to Nov 2021)

Role: Sr. Technical Consultant (PROMOTED to Principal ServiceNow Developer)

Website: www.service-berry.com

Project Leader Responsibilities

- End to End Design and Development on **ITSM Modules and ServiceNow App Engines - PaaS** including requirement gathering, design, build, testing and deliver complete solution to customer. Participate in customer meetings to front end technical discussions & workshops.
- Various Implementations on Client's Diverse requirements by taking care of the ServiceNow performance. Fair knowledge on web-services & **CMDB CI**.
- Motivate the team for certifications, Self-Development, conducting technical Trainings, etc.
- Responsible for overseeing all activities within a team.
- **Handling customer observations** and was a first level of escalation.
- Responsible for deciding how to approach tasks and develop a plan to accomplish them with the lowest code to ensure smooth upgrade of versions
- Responsible for distributing information to team members and stakeholders.
- Coach team members, develop team strengths and improve weaknesses, organize team initiatives, resolves conflicts.

HCL Technologies, Noida (June 2018 to July 2019)

Role: ServiceNow Technical Specialist/Architect

Website: www.hcl.com

Responsibilities

- Worked on **Release Module**, a first technical person from HCL, who implemented the Release module.
- Worked on various team building activities along with understanding of the team requirements.
- Worked on various new Modules associated with ServiceNow, like SSO, **mid-servers, snow mirror**, etc.
- Worked as a team lead where handled both the projects successfully.
- Also, worked upon the integration part with REST and SOAP.
- Gathering requirements and converting BRD's into technical requirements. Created design patterns & implementation plans for ServiceNow enhancements.

Serviceberry Technologies, Mumbai (July 2016 to May 2018)

Role: ServiceNow Technical Consultant

Website: www.service-berry.com

Responsibilities

- End to End Design and Development on ITSM Modules including requirement gathering, design, build, testing and deliver complete solution to customer. Participate in customer meetings to front end technical discussions
- Following the Story process (**StartNow**) to develop and deploy the code in development to production environment.
- Various Implementations on Client's Diverse requirements by taking care of the ServiceNow performance. Fair knowledge on web-services & **CMDB CI**.

- Managing multiple views of the single form and given the access as per the User's assignment group. Each view is working with different approaches.
- Many other features like Timecard entry and many others are implemented in the module which are not available OOB.
- Experienced a high level of code experience on Business Rules, Script Includes, Client Scripts, etc.
- Implemented Notifications as discussed by the client.
- Implemented Email Inbound Actions, configured various Email POP3 accounts and one SMTP account. Also, worked with Email Client Templates.
- A totally complete implementation on the modules **appreciated by the client** as well.
- Analysis of the loopholes got from the User Acceptance testing (UAT), resolved the issues from the root cause.
- Worked on creating the Schedule, Scheduled Jobs, configuring SLA, capturing timestamps of every activity as per the client's requirements.

Cognizant Technology Solutions, Bengaluru (May 2014 to June 2016)

Role : Programmer Analyst

Location : Bengaluru, Karnataka .

Website : www.cognizant.com

Roles & Responsibilities

- Consultation, Implementation, design and development.
- A ServiceNow Technology Analyst with experience on implementing end-to-end Service Catalog, Incident Management, Knowledge Management, Configuration & Asset Management, Change Management and Release Management with extensive knowledge on Content Management System.
- Gathering **requirements and converting BRD's** into technical requirements. Created design patterns & implementation plans for ServiceNow enhancements.
- Design and engineer solutions leveraging all appropriate components offered by ServiceNow to answer the needs for business workflows, ticketing or other ITSM requirements.
- Experience working with email notifications, inbound actions, reports, gauges, and home pages.
- Experience on creation of catalog items, wizards, record producers, interceptors, user guide.
- Working on creation and customization of complex **workflows** and custom workflow activities.
- Worked with transform maps, data sources and different transform scripts for data loads and management.
- Working with **schedule jobs, events** to manage business needs and handle background work.
- Experience with implementing configurable **SLA management and License management**.
- Developing Functional and Technical Specifications and provide User Training.

Robosapiens Technologies Pvt. Ltd., Noida (July 2013 to May 2014)

Role : Research Engineer

Website : www.robosapi.com

Roles & Responsibilities

- Responsible for conducting, leading and coordinating Workshops **on Android Development, software development** activities throughout the project, including key design decisions for the technology, structure and configuration of the system.
- Serve clients, identify their needs and provide feedback on the success of filling jobs.
- Deal with client complaints in a professional manner.
- Maintain personal knowledge by completing in-house training and workbooks.
- Carry out instructions given by the management team.

ACADEMIC CREDENTIALS

Class	Completion Yr	School / College	Board / University	Percentage / CGPA
B.Tech (ECE)	2012	Faculty of Science & Technology	The ICFAI University, Dehradun	8.01 Out of 10
XII	2008	Dyal Singh Public School, Karnal	CBSE	73.4 %
X	2006	Dyal Singh Public School, Karnal	CBSE	84 %

Achievements

- SN COE Best Month Performer Aug 2022 in Genpact.
- Awarded Achievement Points by Businesses with which I worked in Genpact multiple times as an appreciation.
- Multiple Recommendations on LinkedIn Profiles and customers/Business with which I worked with.

PERSONAL INFORMATION

Full name : Nishant Kheterpal
Date of Birth : 22nd December 1989
Language Known : English, Hindi, and Punjabi

Date: 25-08-2022

(Nishant Kheterpal)