

# Siddhi Shaha

[siddhinivesh@gmail.com](mailto:siddhinivesh@gmail.com) | +1 6722720804 | [linkedin.com/siddhishaha](https://www.linkedin.com/siddhishaha)

## Professional Experience Summary

- Experienced ServiceNow developer with 7 years of experience in development and deployment of ServiceNow projects, ensuring end-to-end project delivery
- Extensive experience across various ServiceNow modules, including ITSM, SPM (PPM, Demand), Service Portal. Knowledge on CSM, CMDB, Event Management modules
- Experience in building integrations and in scripting languages including JavaScript, HTML, CSS, REST, Glide
- Experience working in Agile Methodology, sprints, story updates and also converting business requirements to technical solutions and work with team to deliver deliverables

## Technical Skillset

- Tool: ServiceNow (Design, Implementation, Customization and Administration)
- Programming Languages: JavaScript, HTML, CSS, Web Services, Angular JS

## Professional Experience

**Employer: Globant (July 2019- Jun 2023)**

**Client: Deloitte**

**Role:** Senior ServiceNow Developer

**Responsibilities:**

- Lead the team of 5 members for development and implementation of ServiceNow projects, resulting in improved SPM processes
- Collaborated with the cross-functional teams to gather requirements and implement Service Portal solutions with HTML and CSS, improving user accessibility and self-service capabilities for PPM
- Reviewed code to ensure best practices are implemented and identified areas for improvement to optimize the performance
- Offered development effort estimates for planned work activities, ensuring accurate project planning and resource allocation.

**Client: Disney**

**Role:** ServiceNow Developer

**Responsibilities:**

- Analysed new requirements and documented ServiceNow solutions implemented
- Developed custom application with custom tables for an amusement park
- Guided and mentored juniors in the team
- Worked to identify solutions and recommended improvements to improve ServiceNow capabilities by automating the incident ticket assignment contributing to a 20% improvement in system efficiency.
- Created the event rules by analysing incoming events and event field mapping rules and Creation of alert management rules and used flow designer to generate the incident from alert

**Employer: Cognizant Technology Solutions Ltd. (May 2018 – June 2019)**

**Client: Neptune Energy**

**Role:** ServiceNow Developer

**Responsibilities:**

- Worked on implementing ServiceNow integration with third party application Slack -a communication channel to synchronize the info by using REST API and with JIRA tool for incident management.
- Designed, developed, and maintained ServiceNow applications, including Incident Management, Problem Management, Service Catalog Management and Change Management.
- Created or enhanced various ServiceNow components such as business rules, client scripts
- script include, UI policy, UI action to optimize the ServiceNow platform. Maintained custom workflows to improve efficiency.
- Integrated one ServiceNow instance with other ServiceNow instance and created notifications and events for better communication and used virtual agent to provide solutions for common request

# Siddhi Shaha

[siddhinivesh@gmail.com](mailto:siddhinivesh@gmail.com) | +1 6722720804 | [linkedin.com/siddhishaha](https://www.linkedin.com/siddhishaha)

**Employer: Infosys (Feb 2016- Apr 2018)**

**Client: Fossil**

**Role:** ServiceNow Developer

**Responsibilities:**

- Implemented enhancements to ITSM modules and modified end user interface by using Service Portal by using widgets and service portal pages.
- Administered the Knowledge Base and Service Catalog, ensuring accurate and up-to-date information for end-users.
- Performed unit tested, maintained, and documented deliverables as per the standards and created comprehensive reports on system analyses and dashboards for monitoring purpose and to track performance.
- Worked on loading data using import sets and transform maps in ServiceNow.

**Client: Telstra**

**Role:** ServiceNow Developer

**Responsibilities:**

- Add new groups and users as required as part of Admin activities
- Provided second-level support to the Production Support team, resolving complex issues and ensuring the platform's operational stability
- Worked on form re-designing and customization, creation of new fields to enhance the usage and adding ACLs for security.

## Certifications

- ServiceNow Certified System Administrator (CSA)
- Micro-Certification - Predictive Intelligence
- Micro-Certification - Virtual Agent
- Micro-Certification - Performance Analytics
- Micro-Certification – Integration Hub

## Education

**BTech (Computer Science) Dr. Babasaheb Ambedkar Technological University ,2015**