**JAINIL SHAILESH SHAH**

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**Objective**

To work in an organization where I can use my best of knowledge and skill, and add value to the organization. Moreover, I wish to add value to myself by having a practical exposure to the prevailing management trends and practices.

**Professional Experience**

**Grindwell Norton Ltd. - Partner Company of Saint-Gobain India Dec 2015- Till Date**

**Project** : Management of ServiceNow tool (L2) Dec 2016- Till Date

**Designation** : Software Engineer

**Role :** ServiceNow Admin/Developer and Tester

**Work Experience :** 4 years and 2 month

Experience in working in both Domain Separated (MSP) and standalone instance.

**Responsibility**:

**Tester**:

* Experience of end to end unit testing of ITSM modules, Project Portfolio Management(PPM) application
* Knowledge of Test Management and Automated test framework applications

**Admin/Developer**:

* Management of various types of Tickets: Incident and Change Request
* Creation of Import set, Update set and transfer between instances
* Configuration of various Client and Server side scripting(UI policies, Client script, Business rules, Background script, UI action, Script Include, Data policies)
* Modification of ITSM Modules, Applications
* Management of user's access using ACLs
* Exposure of Asset management, Knowledge base modules
* Creation of Database view, reports, Scheduling reports
* Management of Service Catalog, Record producer, Order guide
* Creation of Notification, Email template, Survey, Inbound action
* Configuration and personalization of form and list
* Perform L2 troubleshooting, debugging of reported application problems
* Configure and maintain the system ensuring consistency according to established governance
* Create and configure workflows, Flow designer
* Provide strategies and technical aspects of platform upgrades
* Reviewing requirements to ensure that they are provided in sufficient detail to be accurately estimated
* Knowledge of Agile development application

**Project :** Management of Servicenow tool (L1) Dec 2015- Nov 2016

**Designation** : Consultant

**Role** : ServiceNow Functional Administrator

**Work Experience :** 1 year

Experience of working on SaaS (Software as a Service) based tool called **ServiceNow**, with focus on implementing ITIL processes.

**Responsibility**:

* Handling of various types of Tickets: Incident and Change Request
* Management of reports and various users’ access
* Management of Assignment rules, Approval rules, Applications
* Management of Dash boards in ServiceNow
* Management of PPM module consisting Timecards, Resource plan,Task and Project
* Testing of ServiceNow functionalities and various features
* Maintenance of functional documentations regarding procedure

**Radford Global Ltd. (Deputed to Grindwell Norton Ltd. (Mumbai)) Jun 2013- Nov 2015**

**Project:** Management of Servicenow, Sciforma tools(L1) Jun 2013- Nov 2015

**Designation** : Trainee

**Role** : Functional Administrator

**Work Experience :** 2 year and 5 months

Experience of working on SaaS (Software as a Service) based tool called **ServiceNow**, with focus on implementing ITIL processes.

**Responsibility**:

* Handling of various types of Tickets: Incident and Change Request
* Management of reports and various users’ access
* Management of Assignment rules, Approval rules, Applications, Projects
* Management of Dash boards in ServiceNow
* Testing of ServiceNow functionalities and various features
* Experience on management of user access, timesheet and various projects in **Sciforma** tool
* Have experience on working at client location(France)

**Skills**

**Programming languages :** JavaScript

**Database :** SQL

**Web Technologies :** HTML, XML

**Platforms :** Windows

**Tools :** ServiceNow(Ticketing tool),Sciforma

**Certifications**

* Servicenow Certified System Administrator
* ITIL V3 Foundation
* French L1
* Servicenow Micro certification - Automated Test Framework
* Servicenow Micro certification- Agile and Test Management

**Extra Curriculum Activities**

* Event Head of BRAIN TEASER competition held at S.S.J.C.E.T College
* Attended workshop on Personality Development
* Completed Microsoft Excel level 1 training

**Academic Credentials**

* Bachelor of Engineering (Computer) from Mumbai University 61.87% aggregate
* Diploma in Computer Technology from Maharashtra Board with 77.03% aggregate
* S.S.C from Maharashtra Board with 76.66 % aggregate

**Personal Details**

**Name** : Jainil Shailesh Shah

**Gender :** Male

**Date Of Birth : :** 28th October 1990

**Nationality :** Indian

**Hobbies :** Reading Novels, Swimming, Playing outdoor games, Acting

**Languages known :** English, Gujarati, Hindi, Marathi, French(L1)