**RAJESH KUMAR**

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 **PRECIS**

* 9 years and 6 months of experience in IT industry as a Software developer in Service-Now and Remedy.
* 7 years and 7 months of relevant experience in Service Now as Admin and as developer.
* Certified with Service Now Admin
* 1 years and 11 months of relevant experience in BMC Remedy and ITSM with methodologies of coding by maintaining quality and perfection of code styles as per the industry standards.
* Excellent problem-solving skills in service now as admin, good with client and server-side scripting, Service catalog, Integration, Web Service, Inbound action, Outbound action, Workflow, Email Notification, UI page, UI macro, Reporting, java script, basic html.
* Excellent Knowledge of implementing GRC including Policy and Compliance Management, Risk Management, Audit Management and Vendor Risk Management.
* Excellent knowledge of implementing Security Incident Response with Splunk Integration, Enriching Security Incident with Threat Intelligence.
* Excellent Knowledge of Vulnerability Response process with Rapid7 and Tenable integration.
* Knowledge of Service Portal.
* Experience working on Automated Testing Framework for various module in ServiceNow
* Experience working on RFPs.
* Excellent organizational skills; equally effective in working independently. Parallelly worked on support and various development project.
* Highly self-motivated, self-starter, motivating team lead and a team player.

 **EXPERIENCE**

**Tata Consultancy Services, Kolkata**

Duration: 11 March 2011 – 8 May 2015

Designation: System Engineer

**Wipro, Pune**

Duration: 8 May 2015 – 8 July 2016

Designation: Senior System Engineer

**Cognizant, Pune**

Duration: 8 July 2016 – 20 Apr 2018

Designation: Infra Technology Specialist

**Accenture, Pune**

Duration: 23 Apr 2018 – 18 Sep 2018

Designation: Application Specialist

**Deloitte USI, Hyderabad**

Duration: 24 Sep 2018 – till date

Designation: Senior Solution Advisor

 **SKILL SET**

**Technologies** : Service Now Admin and Developer, ServiceNow GRC, Security Operation (SecOps) with Security Incident and Vulnerability Response, BMC Remedy, ITSM, Data Import Tool, Data Migration Tool

**Operating System** : Windows 98/2000/XP, Win7

 **EDUCATION**

**Bachelor of Engineering in Electronics**  2009

Shri Sant Gajanan College of Engineering, Shegaon

**72.00%**

**HSC**  2004

CBSE University

**80.60%**

**SSC**  2002

CBSE University

**85.80%**

 **CERTIFICATION**

**Service Now Admin**

**Certified Implementation Specialist- Vulnerability Response**

 **PROJECT INFORMATION**

* **Security Incident Response Implementation**

**Description:**

Security Incident Response application has been implemented along with Splunk ES integration. We have configured Splunk ES integration to pull notable events automatically in ServiceNow to create security incident on a regular basis.

**Roles and Responsibilities:**

* Team Lead & Senior developer role in project, took the complete bottom line for project execution & end to end delivery.
* Worked on end to end implementation of Security Incident application with Splunk Integration.
* Drafted all user stories and test scripts.
* Drafted Technical design document.
* **Security Incidents and Vulnerability Response**

**Description:**

Security Incident Response and Vulnerability Management application have been implemented. We have integrated Security Incident application with Splunk where incident in ServiceNow is created based on the manual push of the event in Splunk.

We have integration Vulnerability Management with Rapid7 and Tenable to pull all the vulnerability in ServiceNow and manage them efficiently.

**Roles and Responsibilities:**

* Team Lead & Senior developer role in project, took the complete bottom line for project execution & end to end delivery.
* Worked on end to end implementation of Security Incident application with Splunk Integration and Vulnerability Management with Rapid7 & Tenable.
* Drafted all user stories and test scripts.
* Drafted Technical design document.
* **Automated Testing Framework Configuration**

**Description:**

We have developed automated testing framework for Security Incident application so that it would save the time of client while cloning or upgrade.

**Roles and Responsibilities:**

* Team Lead & Senior developer role in project, took the complete bottom line for project execution & end to end delivery.
* Drafted all user stories and test scripts.
* Drafted Technical design document.
* **Policy Compliance and Risk Management Implementation**

**Description:**

Policy Compliance and Risk management application have been implemented for the client so that it would save the time of auditor and they could prepare themselves for external auditing. We have defined client’s policy framework, Control Objective, defined policy attestation process, risk assessment process, scheduled control, defined mechanism to remediate any issue on regular basis which helps them to be compliant.

**Roles and Responsibilities:**

* Team Lead & Senior developer role in project, took the complete bottom line for project execution & end to end delivery.
* Drafted all user stories and test scripts.
* Drafted Technical design document
* **Vendor Risk Management Implementation**

**Description:**

Vendor Risk Management has been implemented to assess the vendor of the client before and after onboarding. We have defined end-to-end process, Questionnaires, Vendor Portal, Issue, Task workflows and Re-Assessment process.

**Roles and Responsibilities:**

* Team Lead & Senior developer role in project, took the complete bottom line for project execution & end to end delivery.
* Drafted all user stories and test scripts.
* Drafted Technical design document
* **Service Now Development**

**Description:**

Worked in Service Now development project as Service Now developer to work on enhancement and stories for ITSM module and Integrations.

**Roles and Responsibilities:**

* Team lead role in project, took the complete bottom line for project execution & end to end delivery.
* Worked on enhancement project and stories of service now.
* Lead the complete team to coordinate with each other for fast learning of individuals and completing everything on time as well.
* **Service Now Support and Development**

**Description:**

Worked in Service Now support project as Service Now admin and developer to provide the complete support and enhancement for each module of service Now.

**Roles and Responsibilities:**

* Key role in project, took the complete bottom line for project execution & end to end delivery
* Provided support to each module of service now.
* Provided quick resolution to each incident raised.
* Worked on stories of service now especially for service catalog.

 **PERSONAL DETAILS**

Date of Birth 15th December 1987

Gender Male

Marital Status Married

Nationality Indian