Adinath Pawar

(ServiceNow Developer)
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DOB: 01/01/1993

Career Objective

Seeking a challenging position in IT industry where my technical skills & experience will greatly enhance the company's success and my personal growth.

Carrier Summary

- Having 8+ years of experience in IT industry, with 4.5+ years of hands-on experience as **ServiceNow Developer.**

- Strengths include excellent customer service and resourceful problem solving, eagerness to learn new technology, I believe in Teamwork and consider myself as an effective team member.

Certification:

- Certified System Administrator - ServiceNow (CSA).
- CIS-ITSM

Professional Experience: -
Currently working in Fujitsu Pune
(From Nov 2022) Post: -Application Developer

Role : Servicenow Developer
Project Description: The project scope is to implement and develop the ITSM and FSM Module.

Roles & Responsibilities:

- Develop User Interface forms and fields by using form design and layout and create the formatters to form.

- Worked for IT Service Management modules of Incident, Problem and Change Management.

- Worked for FSM modules of Work order, Work Order Task form.

- Involved in Customizing the form design and layout for Incident, Problem and Change Management.
- Manage Users, Groups and roles including Creating Users and Assign roles to Users and Groups.

- Provide Self-Service opportunities to users by Creating Service Catalogs.

- Writing Business rules, Client scripts, UI actions, Script include and UI policies as per the Client requirement

TATA consultancy services Pune

(From April 2022 to Nov 2022) Post: -IT Analyst

Role : Servicenow Developer

Project Description: The project scope is to implement and develop the ITSM suite for Multinational Healthcare Company.

Roles & Responsibilities:

- Understanding the requirements from the Client.
- Design and Configure the New Application Modules.
- Develop User Interface forms and fields by using form design and layout and create the formatters to form.
- Worked for IT Service Management modules of Incident, Problem and Change Management.
- Involved in Customizing the form design and layout for Incident, Problem and Change Management.
- Manage Users, Groups and roles including Creating Users and Assign roles to Users and Groups.
- Provide Self-Service opportunities to users by Creating Service Catalogs.
- Using workflow editor for Creating workflows.
- Writing Business rules, Client scripts, UI actions, Script include and UI policies as per the Client requirement.
- Worked with Update Sets to move the Configurations from Developer environment to Testing environment.
- Importing the data into an instance using Import Sets and Transform Maps.

Infosys Ltd Pune (March 2018 to March 2022) Post: - Technology Analyst

Role : ServiceNow Developer

Project Description: The project scope is to implement and develop the ITSM suite for Multinational Home appliances Manufacturing Company. **Roles & Responsibilities**:

- ITSM Modules – Incident, Problem, Service Request, Change.
- Working knowledge of ServiceNow UI and customization.
- Working knowledge in setup and maintenance of service catalog.
- Using workflow editor for Creating workflows.
- Writing Business rules, Client scripts, UI actions, Script include and UI policies as per the Client requirement.
- Manage Users, Groups and roles including Creating Users and Assign roles to Users and Groups.

TATA Communications Ltd. Pune (July-2015 to Feb-2018)

- Provisioning of circuits between DC on MPLS-TP (Layer 2).
- Creation of connections from customer equipment to AWS DC for Direct connect.
- Planning and Provision of protection between multiple DC.

- AWS AppStream 2.0.

<u>Educational Qualification:.</u>
- Bachelor of Engineering (B.E) from MIT AOE, Pune in 2015.

<u>Declaration</u>

I hereby declared that the above details are true to best of my knowledge and belief.

Place: Pune   Yours Sincerely

                                                                        Adinath Pawar