

# PREETI MAJHI

Consultant & Client Operations |[pmajhi28@gmail.com](mailto:pmajhi28@gmail.com) |9844672867

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## CAREER OBJECTIVE

ServiceNow developer and client consultant with rich 2.5 years' experience. Seeking to leverage my technical and management skills to positively contribute to organizational objectives, while gaining valuable industry experience pride on my quantitative, data driven and curious mind. Learnability and challenges are inspirational to me. Client operations is the best part of my work.

## WORK EXPERIENCE

### Ernst & Young GDS – Consultant 1 (Bangalore) June 2018 – present

Worked on developing Custom Data Privacy and Data Protection application for a client in US, achieve Business

- 2.5 Years of professional experience in Service Now Implementation – Development and Agile Development Methodology using Scrum.
- 2.5 years of experience in Service Now platform as Developer.
- Led a project for Custom Data Privacy and Data Protection application for a client to achieve Business Transformation to improve data privacy.
- Service Now applications implemented: Incident, Service Catalog and Service Portal Design.
- Functional knowledge and implementation experience of IT Service Management frameworks and demonstrated management skills.
- Responsible for Designing, Developing, and implementing specifications provided by the client.
- Scripting: Client Script, Business Rule, UI Policies, UI Actions, Mail Script, Transform Script, Script Include. Worked with Transform Maps, Data Sources and Transform Scripts for data loads and management. Designing and configuring of custom Service Portal
- Experience of working with Reference Qualifier, Dependent field, Dictionary Overrides, Domain separation, Schedule jobs, Events and Triggers to manage business automation.
- Developing and configuration of REST Web Service in service now.
- Creating, maintenance and migration of Update Set.
- Experience in gathering technical requirements (Requirement Analysis, Design, Process (SOP) documents) and creating implementation plans.
- Experience of Go-Live/Post Go-Live production support, handling Bug Fixes and Enhancement request.

## TECHNICAL SKILLS

ITIL	ITIL, ServiceNow.
Programming Languages	JavaScript, HTML5, CSS, Angular
Database	MySQL.
Operating System	Windows 7 and above.

## ACHIEVEMENTS

Spot award for developing key functionalities in EY's IPA team – **2020**

Certified **System Administrator in ServiceNow** – **2019**

Certified **ITSM in ServiceNow-2020**

## LEADERSHIP EXPERIENCE

**Lead whole module under IPA project as a developer** in EY as well as collaborated with clients for the project on an end to end basis.

## EDUCATION

Bachelor of Technology, Computer Science| Amrita UNIVERSITY 2018 | Bangalore, India.

## PERSONAL DATA

Name	Preeti Majhi
DOB	6/02/1996
Address	Trinayan apt, 14 TD road, Belgharia, Kolkata 700056
Languages Known	English, Hindi, Bengali
Hobbies	Chess, Sudoku, Reading