JITENDRA DIWAKAR

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Professional Summary:

- Overall **3.5 Years** of experience in **IT industry with extensive experience on ServiceNow Development, Maintenance and Administration with HCL Technology.**
- Excellent experience in **Software Design, Development, Analysis, Testing and Implementation** of business applications.
- Creation of workflows for Incident Management, Change Management, Service Requests and SLA's.
- Application UI Configuration for different modules (Incident, Problem, Change, CMDB and Service Catalog etc).
- Extensive experience in **Business Rules, UI Actions, UI Policies, Client Scripts.**
- Involved in Creation and modification of various **Business Rules, Script includes, UI Actions, UI Policies**
- Web Technologies **JavaScript**, **HTML, CSS3, Bootstrap, XML**
- Strong skill set in the Service Now suite development including **REST integration**, Web services, **Workflow**, CMDB**.**
- Proficiency in **JavaScript, HTML, XML,** Web Services.
- Proficient in designing and developing **Service Catalog** using best practices in development.
- Strong customer centric approach with excellent analytical, co-ordination, communication, presentation, leadership skills.
- Flourish in both independent and collaborative work environments with quick learning abilities.

Education Qualification: Bachelors of Technology in Computer Science from **IFTM University**.

Professional Experience:

Role: Service Now Developer / Administrator (MTaaS)   **From:** June 2019 - Present

Roles & Responsibilities:

- **Implementation, Customization and Maintenance of ITIL** modules such as Incident Management, Change Management, Problem Management, Knowledge, Service Catalog**,** CMDB in **ServiceNow**.
- Providing the design solution, technical methodologies and processes solution to meet the customer requirements.
- **REST Integration with Actian/Boomi.**
- Extensively involved in development of moderately complex **ServiceNow Applications and Reports**.
- Customized UI Appearance for **Problem** and **Change Management Application** which is simple, intuitive and easy to use.
- Configuration of **Email Notification** and Alerts to notify users about specific activities in the system such as updates to Change and Problem requests.
- Ensured the configuration and customization to **ServiceNow** .
- Developed and recommended solutions utilizing **ITSM** Tools to support defined business processes and operational goals. Lead the design, delivery and implementation of an **ITIL** compliant, scalable and well-documented IT Service Management Solution, leveraging **ITSM** applications to support processes.
- Development of service catalog, which includes creating new catalog items, designing workflows and execution plans along with record producers.
- Creating **Catalog Client Scripts**, **UI policies** and **Business Rules, Script Include, GlideAjax, SLA Notification etc.**

Role: Service Now Developer(Yale University)   **From:** Mar 2018 – June 2019

Roles & Responsibilities:

- Responsible day to day management within the platform.
- Enhancements and Development in Service Catalog Management, Request Management, and Scripts.
- Creation of workflow for Service Catalog items in ServiceNow.
- Assist in the definition of business requirement and provide definition and update of the system design document.

- ServiceNow application development: including creation and configuration of Service Catalogs, Email notification, Data import and export.
- Create a new Business rule, Client script, UI policy, Script include, and Module.
- Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB along with SSO and LDAP integrations in Service Now.

Role: ReactJS Developer (Warehouse Management)	**From:** Sep 2017 – Apr 2018
Client: Aurther Martinez	Gurgaon, India

Roles & Responsibilities:

- Responsible day to day management within the platform.
- Design and develop a new module on form with HTML language in ReactJs framework.
- Create the URL to hit the rest API from the server side to the front-end side within the Application.
- Apply to Validate on the form not to fill false value in the form.
- Test the module and upload the code on the repository by GIT.

Environment: HTML, JavaScript, Windows 10, CSS, Bootstrap

Jitendra Diwakar   **Date & Place**