

KETAN KHISTI

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Passport Number: L5543473

Professional Snapshot: -

I am Quick Learner, Self-Starter, highly motivated individual possessing strong analytical and problem-solving skills having **14 years'** experience with Multiple **ServiceNow Certifications** . I was **deputed onsite (Manhattan New York) for 1.5 years and have worked closely with customer (Moody's)**. Currently I am an accomplished Technical Architect/ Dev Lead having extensive experience as **Developer, Business Analyst supporting enterprise level ServiceNow implementation and development** for a reputed US based organization.

TECHNICAL SKILLS

Technical Exposure: -

- Programming Language : JavaScript, C#, VB.NET, ASP.NET, C/ C++, Java, SQL Scripting, Basic Shell Scripting, HTML & CSS, VB Script.
- Development tool : Visual Studio and ServiceNow
- Database : MSSQL and Sybase
- Operating System : Window Server and Linux
- **Certifications** : **ServiceNow CSA, CAD, CIS- Discovery, CIS – HR,CIS – ITSM, MS Azure AZ 900, ITIL V3.**
- Recognitions : Multiple Recognitions in Moody's for MSPS and ServiceNow OneReq.
Accenture ACE award winner
along with Wall of fame and multiple monthly awards.

PROFESSIONAL EXPERIENCE

Organization	Designation	Duration	IT/Non-IT
Accenture Ltd.	Infra Transformation Associate Manager	May 2021 - Present	IT
Syntel Ltd.	Software Engineer	April 2010 – May 2021	IT
Larsen and Tubro Infotech Ltd.	Admin Assistant	May 2006 – April 2010	Non-IT
Hybrid Cyber Solutions Pvt. Ltd	Trainee Consultant	May 2005 – May 2006.	IT

PROJECTS HANDLED

Project	Accenture CIO (Internal ServiceNow Implementation used by Accenture Employees globally)
Client Name	CIO
Technology	ServiceNow, Agile, Azure DevOps, Requirement Elicitation
Role	Technical Architect/Development Lead (ServiceNow Backend)
Responsibilities: <ul style="list-style-type: none"> ✓ Working as Tech.Arch./ Dev Lead (4 PODs – individual Delivery Units) for internal ITSM implementation enhancements and People Mobility (Custom Application) development and enhancements. ✓ Contributed significantly in Requirements Elicitation, Impact Analysis, Solutioning, Problem Solving and Deployment along with post go live support. ✓ Working closely with the DEV team members to solve their issues and provided technical assistance adhering to best practices. ✓ Worked on multiple POCs and assessed the feasibility for complex requirements. ✓ Reviewed developed code and corrected the errors. ✓ Getting involved in Key Discussion with stake holders for scope determination, technical suggestions, risks and release planning. ✓ Provided support during product testing and UAT and provided knowledge transfer to Operations team for the enhancements getting delivered. ✓ Driving CIO ServiceNow SME program with Technical Architect Team. (+ 1 Initiative). ✓ Key member of Accenture CIO – COE for evaluating the new features released by ServiceNow platform. (+ 1 Initiative). ✓ Contributed and delivered multiple technical sessions for project audience explaining existing OOB implementations and new featured being added to platform. (+ 1 Initiative). ✓ Empaneled Interviewer for screening ServiceNow candidates. 	

Project	ServiceNow-Moody's (BAU, OneReq, QA)
Client Name	Moody's Investor Services
Technology	ServiceNow Agile, Kanban, Requirement Elicitation, MS-Visio, JIRA, Trello
Role	Consultant (Developer/Team Lead)
Responsibilities: <ul style="list-style-type: none"> ✓ Working closely with BAs, business owner to analyzing the requirements, providing suitable design and implementation approach and development estimates. ✓ Conducting daily stand Up with team to track the sprint progress and take necessary actions on deviations. ✓ Conducting peer level and team level code reviews. ✓ Performing an Impact Analysis for Change Requests whenever required. ✓ Conduct UAT sessions with business stake holders and Training session for Team. 	

- ✓ Weekly Status reporting to customer on the work progress and conducting daily scrum.
- ✓ Worked on enhancements of modules like Incident, Change, Problem, Knowledge Base, Service Catalogs, Order Guides along with workflows and Import Sets/Transfer Maps associated with them.
- ✓ Generating reports and scheduling them as per the client requirement.
- ✓ Worked on creating and designing various dashboards and Homepages based on client management requirements.
- ✓ Developing system integrations and process automation within the ServiceNow instance and other Information Services applications.
- ✓ Performed through manual/automation testing with detailed test cases and documentation on stories wherever required.
- ✓ Functional knowledge on CMDB and Discovery.
- ✓ Working on detailed RCA and fixes for issues reported on production environment.
- ✓ Performing Production Rollout activities and providing post roll out support.

Project	Condeco Version Upgrade
Client Name	Moody's Investor Services
Technology	AWS Cloud Based Application.
Role	Consultant (Team Lead/ QA)
Responsibilities:	
<ul style="list-style-type: none"> ✓ Working closely with stake holders and Condeco Support for understanding the scope of upgrade and designing the testing scope. ✓ Designing test cases and implementing them on the test cloud environment of Condeco. ✓ Identifying the gaps between the on-premise version of Condeco and Cloud version of Condeco (to be implemented) and get them aligned and rectified based on new version. ✓ Designed the release plan process and implemented the same. ✓ Provided post roll out technical (incidents) and user support(trainings). ✓ Working on various project management activities like onboarding/offboarding, timesheets, billing and resource management. 	

Project	Managed Services Production Support.
Client Name	Moody's Investor Services
Technology	ASP.NET, Java, SQL Server, Sybase, ServiceNow
Role	Consultant (Level 2 Support/Team Lead)
Responsibilities:	
<ul style="list-style-type: none"> ✓ Resolving production environment incidents in agreed SLAs and coordinate with other support teams/Development Team for resolution. ✓ Governance and ownership of production environment and its related components. ✓ Performing detailed Root Cause Analysis for the issues reported and working closely with client and DEV team to implement them along with ServiceNow short term fixes and configuration changes. 	

- ✓ Debugging the application code and Stored Procedures.
- ✓ Generating Ad Hoc reports by writing SQL scripts based on client requirement.
- ✓ Own and drive resolution for high severity incidents to resolution.
- ✓ Proactively suggesting automations in Applications to client.
- ✓ Creating and maintaining knowledgebase articles.
- ✓ Performing Ad Hoc user and Access Management for ServiceNow Instance.
- ✓ Performing Instance Clones, Ad Hoc Job executions, Asset Records Updates, Ad Hoc Discoveries and ServiceNow monthly releases.
- ✓ Monitoring and troubleshooting MID servers, ServiceNow Instance health, long running queries and Scheduled Jobs and liaising with HI team wherever required.
- ✓ Continually finds ways to improve process and workflow efficiency, including staying up to date on industry best practices.

Project Name	ERP system Implementation		
Client Name	Rashtriya Metals Industries		
Technology	Oracle Forms, PL/SQL		
Role	Trainee Engineer	Team Size	4
Responsibilities:			
<ul style="list-style-type: none"> ✓ Gathering and analyzing the requirements at client end. ✓ Involved in data loading, creating scripts, procedures mapping data as per client needs. ✓ Resolving production environment issues by debugging frontend and backend code and providing the root cause analysis for the same. ✓ Generating reports on ad hoc basis by writing ad hoc database scripts. ✓ Developing, Testing and Implementing enhancements at client end. ✓ Working with user closely and providing training. 			

Other Co-curricular Activities: -

- Co-ordinated and conducted Knowledge sessions for ServiceNow and Agile topics for large project audience in India and Philippines at Accenture.
- Key Contributor for all people engagement activities at Accenture.
- Received ATOS|Syntel Value award.
- Received SPOT recognitions from Managers from time to time for exceptional performance.
- Received appreciations from client managers and users for detailed analysis and timely resolutions.

EDUCATION

- Diploma in Software Development and Engineering from Datapro Infoworld Ltd. (2 Years)
- Bachelor of Commerce with computers from Birla College, Kalyan in 2003.
- HSC in 2000 from Birla College Kalyan.
- SSC in 1998 from Oak High School, Kalyan.