

# Diksha Bhalerao

## SERVICENOW DEVELOPER

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### OBJECTIVE

Total 5 years IT experience with 3.5+ year as ServiceNow Developer 1.5 year Admin with hands-on experience in designing, developing, implementing solutions on the ServiceNow platform. Translating business requirements into technical solutions, configuring and customizing ServiceNow modules to streamline process and enhance overall organizational efficiency.

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### EXPERIENCE

#### HCL TECH. (JUL 2022 – TILL NOW) -

Worked as ServiceNow Developer in ITSM, CMDB module.  
Worked on Service Requests, Incidents, Change, Problem module.  
Created Business Rule, Client script, Notification, event, rules, catalog items, workflows, ACL, KB article, scheduled jobs, reports, dashboard.  
Worked on REST and Scripted API's, CMDB, Discovery modules.  
Worked on release, clone, platform upgrade.  
Created scheduled script execution jobs, fix scripts, email notification.  
Implemented solutions to improve instance overall performance.  
Created custom features for overall functionality and process improvements based on business needs.  
Documented the Confluence pages for modules developed or worked on.  
Knowledge of Service portal, HRSD module.  
Have knowledge of App engine studio, flow designer.  
Minor development on Portal page using HTML and CSS.

#### CAPGEMINI (APRIL 2019- JULY 2022) -

Worked as ServiceNow Admin and developer with hands on Integration.  
Worked on unidirectional REST integration to send incident data from ServiceNow to 3<sup>rd</sup> party application.  
Also worked on Integration on creating and updating Change request data in ServiceNow using Scripted API from different application.  
Worked on Service Requests, Incidents, Change module.  
Designed catalogue items, Workflows, Notifications.  
Experience on creating Virtual agent topic as per client's requirement.  
Worked on creating schedule job, report and export set.  
Created data sources for CMDB, LDAP to import data via import set and transform map.  
Involved in ServiceNow patch upgrade and instance upgrade activity.  
Worked on Business rules, Client script, Ui policy, SLA, ACL.  
Involved on Mid servers, Discovery, SCCM modules activities.

### CONTACT

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### CERTIFICATION

- Certified ServiceNow Admin
  - ITIL v4 Foundation
  - Scrum master
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### SKILLS

- ServiceNow
  - Javascript language
  - Agile Methodology
  - JIRA board tool
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### EDUCATION

BE – Smt. Indira Gandhi college of engineering,  
Mumbai University (2014-2018)