Kamalnayan Baheti

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8668282917



* 17 years of experience in IT. Working as Sr System Analyst in Cybage Software
* Proficient/ Hands on with ServiceNow Development, Customization and integrations
* Hands on experience in ServiceNow, JavaScript, C#, Java
* Four years of onsite experience at customer place (USA & South Africa)

**ACADEMICS**

**EDUCATIONAL QUALIFICATIONS**

* Dr. BAMU University, Aurangabad – B.E (Computers) Jul-1998 to Jun-2002

**TECH SKILLS**

* ITSM - Change, Incident, Problem, Security incident
* CSM – Customer Service, Virtual Agent, Agent workspace etc.
* ITOM – SCCM Integration, Casper Asset Management, CMDB etc.
* ServiceNow - Service Catalog, CSM Service Portal, Workflow, ACL, Transform Map, REST Integrations, Business Rules, Client Script, UI Policy, UI Action
* Knowledge Management, Service Portal,
* Programming = > C#, JavaScript, Java
* Frontend => Angular, JQuery, CSS3.0, Bootstrap.
* DB => SQL Server, MySql,
* Other => RestAPI, OAuth, Azure

**PROFESSIONAL EXPERIENCE**

**Cybage Software Pvt Ltd - Sr. System Analyst (5.7 years)**

Apr-2015- till date

* Hands on experience in ServiceNow configuration, customization, Scripting
* Technical designs, Reviews, recommendation, Problem solving,
* Integrations with External systems,
* Customer engagement/ interaction
* Solutioning for business problems.
* Guiding team on technical implementations, problem solving and Troubleshooting
* Proof of Concepts and R&D.

**Nihilent Technologies - Manager (1.5 year)**

Oct-2013 to Apr-2015

* A very complex project in the Media & Entertainment domain, implemented from scratch.
* Technical Design/reviews, Code reviews, estimation, Demo, POCs etc.
* Project Management with a team of 20 associates.
* Project Management, Estimation, Scheduling, Team management, Risk management, Stakeholder Management etc.
* Ensuring successful project deliveries.

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**IBM India – System Analyst (8 years)**

Nov-2005 to Oct-2013

* Commitment of straight 8 years with IBM. Worked with clients like American Express & Intel both at onsite & offshore.
* Phased transition through different roles in 8 years i.e. software developer, technical lead, System Analyst, Business Analyst, Architect
* Microsoft web & windows application, migration projects.
* Engaged with the end-client to gather client requirements by conducting workshops comprised of a multi-cultural team with members from 3 nationalities
* Project co-ordination in typical onshore- offshore model.
* Database Programming & performance tuning
* Requirement gathering & analysis, stakeholder approvals & Sign offs.
* Ensuring successful project deliveries

**Datamatics Technologies Ltd** - **Assistant Consultant** (1 year)

Nov-2004 to Nov-2005

* One year I spent at Datamatics gave me experience in content management, document management using hummingbird workflow management tools.
* Requirement analysis, Coding, Database Programming

**Divya InfoTech - Software Developer (21 Months)**

Feb-2003 to Nov-2004

* Learned basics of programming, SQL, web & software development, Manual & Ad hoc Testing at Divya