Ashish Rane

PROFESSIONAL SUMMARY

- **17+ years** of experience as IT professional with over **8 years** of experience in **ServiceNow Architecture, Design, Development, Maintenance, Support and Administration**
- Analyze and define clients business strategy and determine **system architecture requirements** to achieve business goals.
- Formulate strategic plans for component development to sustain future project objectives.
- Gather detailed **business requirements** and **use cases**, and translate **technical specifications into product requirements**.
- Create team strategies and establish **project scopes of work**, communicate project deliverable timeframes and benchmarks to clients.
- Develop data architecture design to facilitate targeted customer analysis.
- Suggest architectural improvements, design and integration solutions, and formulate methodologies to optimize object-oriented software and database development.
- Organize end-user training and problem analysis for server, desktop, and IT infrastructure work.
- Well versed in all stages of software development life cycle, from conceptual design through entire development life cycle covering **requirement analysis, designing, coding, testing** and **implementation.**
- Extensive experience on banking domains like Investing banking and Wealth Management.
- Strong experience in all phases of Software Development Life Cycle **(SDLC)**
- Experience in **Service Management and Service Delivery Process** (ITIL Frame Work).
- Good experience in developing workflows and customizing the applications in **ServiceNow** using **Java script, Jelly, AJAX, HTML.**
- Worked on several version of **ServiceNow from Berlin to Jakarta.**
- Experience on the **Implementation of Service Portal, Discovery, Orchestration.**
- Experience in creating the custom **Modules** in **ServiceNow** as per the requirements
- Worked on the ITIL Process Configuration like **Incident and Problem Management, Change Management, Knowledge Management, CMDB, Asset Management and Service Catalog Management in ServiceNow.**
- Experience on various **ServiceNow customizations** as per client's requirement.
- Experience working on **IT GRC, HR** module
- Experience on the **Implementation and maintenance of Business Rules, Client Scripts**
- Experience in configuring the **SLAs for various ITIL processes as per the client requirements**
- Change management experience using **Update Sets, Import Sets** in **ServiceNow.**
- Worked on **workflows using ServiceNow workflow editor**
- Expertise on defining **workflows** in **Service Catalog items, Approvals** and **Dynamic tasks** in ServiceNow
- Experience in **UI Actions, UI Policies, UI Macros and Data Policies in ServiceNow**
- Worked on Design and development of **CMDB** (Configuration Management) in **ServiceNow.**
- Extensive experience in **Access Control Lists (ACLs).**
- Expertise in doing **CMDB** bulk data, load data reconciliation with the help of transform map and transform script.
- Extensive experience of integrating ServiceNow with 3rd party tools with **SOAP** and **REST services**
- Good Experience in different custom applications for automating the business processes of customer.
- Configured SAML 2.0 **Single Sign-on** authentication
- Excellent work ethics, self-motivated, quick learner and team oriented.
- Good exposure on IT Service Management Compliant Tool i.e. ServiceNow in implementation, customization and configurations

- Good understanding of RDBMS in writing queries using Oracle, MySQL.
- Extensive knowledge with Agile methodology
- Full lifecycle experience implementing web applications using object oriented programming techniques.
- Have excellent Communication, Interpersonal, and Analytical skills.
- Excellent collaboration and communication talents to work effectively with team members and achieve client goals

TECHNICAL EXPERIENCE

Languages/ Technologies:	Java , SQL, HTML, Web Services, JQuery, HTML 5.0, Tomcat, Oracle DB, Flash builder 4.5
IT Services	ITSM suit, ITIL V3, ServiceNow, CA ServiceDesk Manager, LDAP
Application/Web Servers:	Apache Tomcat, Apache Httpd
Databases:	Oracle 10g
Operating Systems:	Windows NT/98/2000/XP/7, UNIX

EDUCATION :

- Bachelors in Information Technology
- Certified ServiceNow implementation specialist
- Certified ServiceNow admin
- Certified CA ServiceDesk Manager
- ITIL Expert certification
- Scrum master

PROFESSIONAL EXPERIENCE:

Company: Capgemini, Mumbai   **Feb 20 to Present**
Description: Project involved customization of ServiceNow.
Role   : Senior Manager cum ServiceNow architect
Responsibilities:

- Requirement analysis and solutioning.
- ServiceNow integration with multiple suppliers for modules like incident, change, problem, CMDB and service catalog.
- Implemented Vulnerability and Security operation module.
- Integration of legacy application (like Antigua, Transbase, Command etc.) with CMDB using data sources.
- SD2SD CMDB integration using REST APIs for multiple CI classes.
- Completed AS-IS catalog migration from CMO to FMOg.
- Integration of ServiceNow using event management tool like BEM.
- Worked on UI actions, UI policies, Business Rules, Client Scripts, Assignment Rules, Script Includes, Defining SLAs, Scheduled jobs, Reports, Service Catalog, Script actions, SOAP and Scripted REST APIs
- Managing supplier integration issues.
- Task delegation to team members based on competency.
- Managing overall delivery of ServiceNow enhancements.

Company: Synchronoss Technologies, Inc.   **Nov 18 to Jan 20**
Description: Project involved customization of ServiceNow.
Role   : Service Now Development Manager
Responsibilities:

- Requirement analysis and solutioning
- Implemented Vulnerability and Security operation module
- Implemented customer service portal for Synchronoss customers
- Configured ServiceNow CMDB using discovery
- Integration with asset management tool Nlyte
- Task delegation to onsite and offshore team based on competency
- Vendor management
- Managing overall delivery of ServiceNow enhancements

Company: Syntel Inc.   **April 18 to Nov 18**
Client   : Willis Tower Watson
Description: Project involved customization of ServiceNow.
Role   : Service Now Consultant/Architect
Responsibilities:

- Integration of ServiceNow with automation tool(SyntBots) for access provisioning
- REST API integration for HR case creation.
- Standardized request notifications
- Collaborated with business analysts, developers, and technical support teams to define project requirements and specifications.

Company: Syntel Inc.   **Feb 15 to Mar 18**
Client   : Moody's Corporation
Description: Project involved of migration REMEDY system and integration with third party tools.
Role   : ServiceNow Consultant/Architect
Responsibilities:

- Led team to plan, design, and implement applications and software.
- Collaborated with business analysts, developers, and technical support teams to define project requirements and specifications.
- Translated technical specifications into project scopes of work and product requirements while spearheading design and development of databases and enterprise solutions.
- Implemented application developments, resolved performance issues, and provided end-user training on hardware and software.
- Integration of ServiceNow with Remedy system using SOAP messages
- Automation of HR feed for populating user profiles
- Streamlined server request workflow
- Designed order guide for new joiner, mover and leavers
- Utilized orchestration module for automation of software distribution
- Configured Surveys for Incident and Request applications
- Automation of access provisioning using REST messages
- Involved in the upgrade of service now instance from Fuji to Istanbul
- Worked on discovery module to import server, database CIs
- Customized sourcing module as per business requirement

- Configured MID server
- Extensively worked on server-side scripting Business rules and Script Includes
- Enabled service portal plugin and implemented service portal by designing the pages and configuring the features in the service portal
- Utilized the Service Now Service Catalog for users to create Service Requests and Service Items.
- Service Now application development; including creation and configuration of Service Catalogs, Email Notifications, Data imports and exports.
- Worked on Service Catalog and implemented new functionality using Business Rules, UI Policies, and Access Lists etc.
- Customizing the applications in ServiceNow Using Java script, Glide Ajax
- Implemented best practice of ServiceNow Scripting, which enhanced the System performance
- Worked customers on finalizing the requirements
- Handled release activities like update sets movements and tracking to different regions
- Have analyzed issues encountered during UAT and have shared resolution and root cause
- Created complex transform scripts in transforming the data into the SNOW database
- Managed users, groups and roles data using import sets and transform maps
- Configured Reports using Database Views
- Provided guidance to team with design and code development
- Have extensively used following to customize different applications: Server-side scripts, Client-side scripts, Email Notifications, Email Scripts, Inbound Actions, UI Actions, UI Policies, Schedules, System Properties, Data Sources, Transform maps, Lookup Tables, Assignment Rules
- Investigated performance issues, learn troubleshooting tools, and use system logs to find issues
- Established and maintained effective communications with customers, other technology specialists, and vendors
- Involved in cloning between various environments in Service Now.
- Created automated feed using REST API for creating HR cases
- Configured inbound actions for HR routing
- Custom discovery using probes and sensors
- Implemented Service Now ITSM applications using ITIL V3 services best practice processes, methods, testing, and training projects for multiple, diverse organizations.

Environment: ServiceNow, CSS, ITSM, LDAP ,Web Services

Company: L&T Infotech
Client   : Viacom, NY   **Mar 14 – Feb 15**
Description: Project involved consolidation of Paramount & Viacom service now instances and on-boarding of support teams.
Role   : ServiceNow Consultant/Architect
Responsibilities:
- Designed infrastructure **business requirement documentation**
- Proposed the approach for consolidation of Viacom and Paramount instance.
- Proposed solution approach for implementation of additional ServiceNow modules as part of the client roadmap
- Designed catalog items and their workflows in Service Catalog
- Prepared checklist for incident, change and Service catalog
- Worked on Catalog Client scripts, Catalog UI Policies
- Implemented Bidirectional Integration between 2 different ServiceNow instance using SOAP message
- Configured different homepages for different set of users
- Worked on designing of Reports, Gauges and Widgets
- Performed review walk thru and testing with QA's and developers
- Prepared unit and system test cases
- Complex transform scripts in transforming the data into the SNOW
- Prepared user manuals for end users and resolvers

- Involved in discussion with other technical teams to meet the business and technical requirements for ServiceNow such as SMTP Admin, IBM Data power, Web-service Owners and DBA to build integration to external and internal systems, currently using as SMTP (EMAIL), MID Server and Web Service (Construction, integration, testing).
- Development of Service catalog which includes creating new catalog items, designing workflows and execution plans. Creating database views to pull the reports on variables which are being used by catalog items. Creating the UI pages and using them in catalog items.
- Configured multiple Catalog Items; Front-end web / GUI components using JavaScript, web-services integration using SOAP and REST, CSS, HTML5
- Created UI Actions, UI Actions, Business Rules, and Client Scripts extensively using Glide Forms, Records, Scratchpad, AJAX and Glide System used in.
- Worked on CMDB and Configured multiple forms for Asset module using Configuration Management Database.
- Have experience on Asset Management to track the finances of the company property, wherein I worked with colleagues from finance department and IT services end users which is used to manage and oversee the asset lifecycle.
- Creation of Workflows for Service Catalog items and Knowledge articles in ServiceNow.
- Coordinated the instance upgrade activities.
- Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
- Set up of mid servers and their connectivity.
- Worked on UI Macros to create pages as templates on requirement from the stake holders
- Resolved typical Users access and roles issues by checking active directory and users table.
- Re-designed workflows using workflow editor, Reconciled complicated workflows to simpler form.
- Created script which includes invoking them in reference qualifiers or variable scripting.

Environment: ServiceNow, CSS, HTML, Web Services, CMDB.

Company: L&T Infotech	**April 12- Feb 14**

Description: Project involved implementation of Incident Management, Change Management, Problem Management, Knowledge Management, Service Catalog, Project Portfolio management (PPM) and Reporting modules

Role: Service Now Developer/Team Lead

Responsibilities:
- Customized applications and tables for Incidents and Service Requests for the first point analysis on tickets and assigning them to other service lines based on the scope.
- Developed/Maintained application architecture for business functional areas in compliance with the enterprise architecture.
- Designed, developed, customized & administrated ITSM suite of applications.
- Supported the team responsible for the implementation and administration of the Service Now installation, including managing system configurations, gathering and documenting user and process requirements, developed workflow customizations, and performed quality assurance testing and user acceptance testing.
- Tracked Incidents from creation to closure, with timely communication to business. Monitoring service level agreement (SLA's) and operation level agreement (OLA's).
- Worked on Incident management, Change management and Problem management modules as per the requirements, I have also worked on other modules such as, CMDB and Knowledge base.
- Created Service Now suite configuration in Service Now fulfillment, service catalog, Dash board.

Environment: Service Now, Asset Management, Incident Management, Problem Management, HTML, Java script, CSS, CMDB.

Company: L&T Infotech

Client   : UTC Fire and Security   June 11- Mar 12

Description: Project involved **c**onfiguration, customization and migration of service desk from version 11.2 to 12.7.

Role   : CA ServiceDesk Manager implementer

Responsibilities:

- Aligned the ITIL process into Service Desk by using KEDB check
- Proposed the CA workflow for manual forms
- Architect the CA workflow solution by streamlining all the manual process
- Provided solution for the automation of reports through Business Intelligence
- Implemented DR server for Enterprise IT service desk
- Implemented SMS notifications
- Created new schema and mod files to add new tables
- Done HTMPL and Java script customization for request and incident interface
- Created Data partition to fulfill client needs
- Migrated Service Desk from 11.2 to 12.7
- Designed aging/trend reports using BMC Analytics

Environment: Service Desk R 6.0, R12.1, R12.7,Crystal Report, BOXI Reporting

Company: Deloitte   Oct 2009 –June 2011

Description: Project involved implementation of Service Desk R12.5 and Software change manager R12.1 for Deloitte US firms and extensive customization with all the processes such as incident, problem and change management.

Role: CA ServiceDesk Manager implementer

Responsibilities:

- Migration of Service Desk R11.2 to R12.5.
- Spell programming for custom notifications.
- Implementation of DSM.
- Integration of Service Desk with third party products.
- Troubleshooting of workflow.
- Integration of MDB with SAP database.
- Implementation of R12.1 Software Change Manager
- Setting up user groups and permission for SCM
- Created repository for SCM
- Defined project life cycle for SCM

Environnent: Service Desk R11.2, R12.5, Software change manager R 12.1

Company: Rolta India LTD/ Rolta UK LTD   Dec 2004 –Sep 2009

Client : Swarovski – Austria
          Debenhams - Taunton
          LeasePlan - Ireland
          FDI – Basildon
          Pink Roccade- Getronics -   Milton Keynes
          Region Midjylland – Denmark,
          AXA – Germany

Banco De Portugal – Portugal
Visa Europe - London

Description: All the projects involved implementation of Service Desk r11.2 and extensive customization with all the processes such as Incident, Problem, Change and Configuration management.

Role : Consultant

Responsibilities:
- Assisted architect in providing solutions for specific problems
- SPEL programming to send notifications based on priority, Parent/Child incident and problem, Close Status etc
- Java scripting for web interface customizations, validation and other web form change
- Web Service programming using .NET to integrate other systems
- Module testing, UAT and deployment
- Integration of Service Desk with NSM
- Installation of CMDB
- Uploading of CI's
- Defined service contracts for CI's
- Cohesion handling
- Imparted training to end users
- Implementation of DSM in Data center

Environment: Service Desk R11.2, SPELL, Wand, Java script

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