

Rishabh Shah

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OBJECTIVE

Results-driven ServiceNow Lead Consultant with 8 years of expertise in designing, implementing, and optimizing custom solutions. Proven track record in modules like HRSD, ITSM, Change Management, ATF, and Virtual Agent. Dedicated to enhancing process efficiency and client satisfaction.

SUMMARY

- Worked predominantly on ServiceNow HRSD and ITSM modules in ServiceNow.
- Strong problem-solving skills, analytical mindset, and effective communication contribute to successful collaboration with cross-functional teams and stakeholders.
- Knowledgeable in ITIL framework principles, ensuring adherence to best practices in IT service management.
- Specialized in ServiceNow platform, HR Case Management, Employee Service Center, and HR Service Catalog.
- Proficient in JavaScript, Glide Script, HTML, and CSS, with a proven track record in ServiceNow development and customization.
- Expertise in creating comprehensive documentation, imparting team knowledge, generating KB articles, and assisting team members in story development.
- Served as Queue Manager for Incidents, RITMs, and Defects across HR, ITSM, and PPM projects. Managed key managerial activities, including report preparation, dashboard presentations to clients, and Queue Management.
- Solely implemented ServiceNow Change Management module successfully, achieving zero reported defects from the client. Proven track record in flawless module deployment.
- Scheduled clones for lower instances and performed post cloning activities and always made sure users do not face any issues to login the Instances.
- Involved in doing the weekly deployment of update sets for the team.
- Implemented Integrations for fetching the data from third party tools and update the fields in ServiceNow.
- Implemented ServiceNow to ServiceNow Integration for Internal requirements.
- Certified as a ServiceNow Certified Implementation Specialist in HRSD (CIS – HR) and a ServiceNow Certified Application Developer (CAD) & Certified System Administrator (Vancouver).

EXPERIENCE | PROJECTS

ServiceNow Lead Consultant | Queue Manager

Client – **Coco-Cola Euro Pacific Partners (CCEP)** | Project: **Coca Cola**

Team Size: 12

ITC Infotech | Bangalore, India

May 2023 – Present

- Designed and implemented custom HR case management workflows to streamline employee onboarding and offboarding processes.
- Diligent HR professional adept at daily management of incidents and RITMs, ensuring efficient resolution and streamlined processes to enhance the overall HR service delivery experience.
- Configured ServiceNow HRSD suite and implemented HRSD roles, COE Structure, Services configuration, Record Producers.
- Configured ServiceNow HRSD including portal, enterprise onboarding, Case Management and Knowledge Management.
- Hands on experience worked with functional team for HR Service Delivery for benefit and compensations.

- Created, developed, and implemented HR cases for automated HR processes such as employee onboarding and off boarding.
- Worked on HR properties, HR services, HR Fulfillment instructions, HR flows and triggers, HR criteria, HR Surveys, HR notifications, HR roles, HR groups, HR Assignment groups, HR profiles, HR security, HR skills management, HR tasks and HR cases.
- Configured HR catalog items for benefits enrollment, leave requests, and other employee self-service functionalities.
- Implemented HR automation solutions, including HR case assignment rules, notifications, and approvals, to enhance operational efficiency.
- Customized HR forms and fields to capture specific employee information required for HR processes and compliance.
- Integrated virtual agent capabilities within the HR module to facilitate self-service options for common HR inquiries and requests.
- Collaborated with HR stakeholders to gather requirements and provide technical expertise for process improvements and system enhancements.
- Implemented security controls and access restrictions within the HR module to safeguard sensitive employee data.
- Participated in knowledge sharing sessions and forums to stay updated on best practices and emerging trends in HR Service Delivery.

ServiceNow Lead Consultant

Client – Coca Cola | Project: Change Management

Nov 2022- April 2023

Team Size: 01

ITC Infotech | Bangalore, India

- Single-handedly implemented the Change Management Module for Coca-Cola, ensuring a smooth go-live without any defects.
- Collaborated with stakeholders to gather requirements, design workflows, and configure the module to meet client specifications.
- Eliminated unnecessary code to streamline processes and improve system performance, resulting in a 20% reduction in processing time.
- Customized the Change Management module to align with specific business requirements, ensuring seamless integration with existing workflows and systems.
- Implemented Out-of-the-Box (OOB) functionalities to optimize the Change Management process, enhancing overall system functionality and user experience.
- Spearheaded end-to-end Change Management initiatives in ServiceNow, overseeing risk assessment, change request processing, scheduling, and implementation.
- Orchestrated the transition from traditional workflows to flows, improving process visibility and automating key steps in the Change Management process.
- Developed and delivered training sessions for end-users and internal teams to ensure smooth adoption of the updated Change Management module.
- Conducted thorough system testing and validation to guarantee data accuracy and compliance with industry standards and best practices.
- Collaborated closely with cross-functional teams to gather requirements and design tailored Change Management solutions, fostering a culture of collaboration and innovation

ServiceNow Senior Developer

Client – OTIS | Project: ServiceNow HR

Team Size: 14

April 2020- Oct 2022

LTI | Pune, India

- Managed users, groups and roles Manages data with Tables, the CMDB, Import Sets, and Update Sets.
- Perform day to day administration of the Service-Now tool Maintain business services and configuration item relationships in Service-Now tool.
- Performs core configuration tasks including system policies, Business Rules and Client Scripts, UI policies. Manages Users, Groups, and Roles.
- Bulk upload of Data into tables with Excel and XML.
- Import data from Excel to tables using Transform maps.
- Managed the offshore team.
- Created workflows, managed Inbound and Outbound Email Action.
- Coordinated installation of ServiceNow upgrades and/or service packs. Develops and manages the preparation of systems, test criteria and control for upgrades, service packs, new functionality, Enhancements, or error correction.
- Developed necessary development documentation as needed e.g., technical design, developer notes, etc.
- Performed migration activities Dev to QA, QA to Prod and to Sandbox.

ServiceNow Developer

Client – OTIS | Project: ServiceNow HR

Team Size: 05

June 2018- Mar 2020

LTI | Pune, India

- Created 2000+ Automation Scripts alone with ATF in ServiceNow for upgrades and ServiceNow Projects.
- Through Automation scripts I created we achieved 9+ FTE Savings Annually. (i.e., efforts of 9 people got saved through the ATF Scripts I created).
- Maintain ATF scripts created with proper documentation and notes.
- Take backup of Scripts created project wise.
- Created ATF Scripts for Upgrades such as Quebec and Paris and for some other sub projects.
- Revalidation of all ATF Scripts created, creating Schedule

EDUCATION

Bachelors of Engineering: Information Technology

Acropolis Institute of Technology and Research | Indore, M. P

Jun 2014- Mar 2018

7.6 CGPA

CERTIFICATIONS:

- ServiceNow Certified System Administration (CSA).
- ServiceNow Certified Implementation Specialist in HRSD (CIS – HR)
- ServiceNow Certified Application Developer (CAD)
- Micro-Certification- Integration Hub
- Micro-Certification- Flow Designer
- Micro-Certification- Automated Test Framework
- IT Service Management Foundations: Change Management
- IECE 4x: Corporate Entrepreneurship
- ITIL v4 Foundation
- Machine Learning by Stanford University.
- Google IT Automation with Python
- Automation Specialist Level 1 for Tricentis Tosca 12.x
- Automation Specialist Level 2 for Tricentis Tosca 12.x
- Innovation Management and Intellectual Property by Lawcubator Technologies

ACCOMPLISHMENTS:

- Invited as a motivational speaker for College of Engineering, Pune.
- Invited as Judge and Mentor for Startup competition in Bhartiya Vidyapeeth, Pune.
- Winner of IBM Hackathon for F.Y. 2021-2022, led the team and competed with 356+ teams, won the 1st prize.
- Won as the most heartwarming invention award for my Innovation Petaverse.
- Awarded as “Top Innovator” in LTI for year 2022. Saved 9.2 FTEs for the client.
- Won the 1st prize in Quiz Competition held in present company ITC Infotech.
- Received 20+ recognition from OTIS Client, HR Team, Engage ESM Team, Onsite Team, and Delivery Team.
- Received multiple SPOT awards, Exceptional Client Service award for my exceptional work in multiple projects.
- Star Performer of the year for current project (2020-2021) and (2021-2022).
- Rated as Top Performer for two years in a row.
- Featured by LTI and ITC Infotech on social platforms like LinkedIn, Instagram.
- Received multiple Pat on the back awards.
- Received appreciations for my successful Change Management module Implementation as it went live without any errors reported.