



## KUSHAL HORA

Solution Architect

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### Roles

- Solution Architect
- Project Lead
- Implementation Specialist
- ServiceNow Developer
- ServiceNow Administrator

### Function and Specialization

- ServiceNow ITSM
- ServiceNow CMDB
- ServiceNow Dashboards
- ServiceNow SLA Management
- ServiceNow Custom Applications
- ServiceNow Scoped Applications
- Performance Analytics
- ServiceNow Agile Project Management

### Education, Licenses & Certifications

- B.E in Computer Science
- Certified ServiceNow System Administrator
- Certified ServiceNow ITSM Suite Specialist

### Technical Skills

- ServiceNow
- JavaScript

### Background:

An efficient and delivery-driven leader with extensive experience in designing and implementing various business processes in ServiceNow platform for clients across various verticals. Experienced Solution Architect and Project Lead with great business communication and people skills.

### Professional Summary:

- 8.5+ years of experience as a ServiceNow Developer, Certified ServiceNow System Administrator and Certified ITSM Suite Implementation Specialist.
- ServiceNow implementation specialist having extensive experience on various ServiceNow modules along with third party Integration. Worked as a mentor to train other hired resources and interns.
- Extensive knowledge in managing and creating Service Requests and Workflows. Good Development knowledge of ServiceNow which includes developing Client scripts, Business Rules, UI policies, UI page, UI Actions, Script includes, Record Producers, Catalog Items and Workflows.
- Participated in end-to-end ServiceNow implementation involving JadeConnect, ITSM, PPM, PA, Domain Separation, Workflows, Case Management, Discovery, CMDB and Asset Management.
- Upgraded JadeConnect as per the updates introduced by ServiceNow in its various instances while implementing all the scripting enhancements and best practices introduced by ServiceNow.
- Lead designer for Jade Connect with hands-on experience over ITSM Implementation, Customer Service Management, Project Portfolio Management, Performance Analytics, Custom Applications, Scoped Applications, Domain Separation, ServiceNow Integration with other Platforms and Dashboards.
- Good hands-on experience in ACL, Email Notifications, Email Scripts, Survey, Reports, Performance Analytics, Dashboards etc.
- Valuable experience with Workflow editor and Flow designer to design workflow of various modules and for triggering of various events.
- Created various Scoped & Global Custom applications while adhering Agile methodology.



## SERVICENOW TECHNICAL SKILLS

<b>Administration:</b>	Configuration & Customization of ACL, Import & Update Sets, SLA, Reports configuration, Data upload using transform Maps.
<b>Development:</b>	Incident Management, Problem Management, Service Catalogs Management, Change Management, Case Management, Agile Project Management, Project Portfolio Management, Asset Management, Performance Analytics, Virtual Agent, Knowledge on LDAP, CMDB, KB Management.
<b>Customization:</b>	Applications, Modules, Notifications, Report, Service Catalogs.
<b>Scripting:</b>	Client Scripts, Script Includes, UI Actions, Business Rules, UI Policies, Inbound Actions, Data Policies, Scheduled Jobs, SOAP Messages, Scripted REST Web Services.
<b>Integrations:</b>	Salesforce, JIRA Integration, Saviynt, Prisma, Salesforce, AppOmni, Oracle, Flexera

## WORK EXPERIENCE

<b>Jade Global Software Pvt. Ltd.</b>	:	Jun 2018 – Till Date
<b>Tata Consultancy Services</b>	:	Jan 2015 – May 2018



## **PROJECT CRONICALS (Current Employer)**

**Jade Global Software Pvt. Ltd.**

**Jun 2018 – Till Date**

### **1. Cornerstone OnDemand Inc**

**Jan 2023 – May 2023**

**Role – Solution Architect**

- Worked with client on the expected deliverables to understand client's vision and to capture the initial set of requirements for various modules of ServiceNow.
- Actively participated in workshops to understand the expectation of various stakeholders from the in-scope developments.
- Collaborated with team members to capture the technical requirements during workshops, followed by documentation and attained sign off from the client on the agreed upon requirements.
- Shared and discussed various solutions to the complex problems along with ensuring client is aware about the best practices to attain an optimized solution.
- Enabled development team to provide optimized solutions for various enhancement and development scenarios concerning ITSM, ITAM and Agile Modules of ServiceNow.
- While adhering to Agile Methodology, collaborated with team to schedule and present various intermediate solutions corresponding to various modules of ServiceNow.
- Ensured a well-established connection between client and development team to avoid any last-minute surprises for either of the team members.

### **2. Jade Apps**

**Oct 2022 – Dec 2022**

**Role – Project Lead**

- Enabled and coordinated with team members to develop and enhance various ideas to be introduced as licensed or free apps in ServiceNow store.
- Applications are being designed and implemented to be compatible for Tokyo version of ServiceNow while adhering to the best practices for optimized performance.
- Collaborated with team members to build and submit all the essential documents to facilitate the certification process.

### 3. Guidewire Support & Enhancements

Sep 2020 – Sep 2022

**Role – Developer**

- Upgraded customer instance from New York to Paris and Paris to Rome.
- Worked on various 3<sup>rd</sup> Part Integrations with ServiceNow such as Saviynt, Prisma, Salesforce, AppOmni, etc.
- Worked on various enhancements, developments and bug fixes tickets to stabilize customer instance and for smooth and better functioning of the same.
- Worked on various Service Catalog forms and workflows to enable automation of various business processes.
- Worked on implementation of SLA definitions for teams working across geographies based on Incident's Caller's Location.
- Worked on UI Action, Business Rules, Script Include, Client Script, UI Policies, Workflows, Reports, Dashboard, Service Catalog, Order Guide, etc.

### 4. MediaKind CMDB Optimization & Data Load Automation

Jan 2020 – Sep 2020

**Role – Offshore Lead**

- Worked over normalization of data loaded in various tables such as Users, Location, Software Packages, Software and Hardware Assets.
- Worked over maintenance of User Profile Maintenance and License Maintenance to keep the count of granted licensed roles under ServiceNow threshold.
- Worked on automation of weekly data loads to be performed for Hardware Assets and models.
- Worked on UI Action, Business Rules, Script Include, Client Script, UI Policies, Workflows, Reports, Dashboard, Service Catalog, Order Guide, Transform Maps etc.
- Worked on Transform Maps and bulk data upload for migrating data from one instance to other.
- Maintaining best practices checks and documents on all the processes performed.

## 5. Pure Storage Support & Enhancements

Aug 2019 – Jan 2020

**Role** – Offshore Lead

- Upgraded customer instance from London to New York.
- Worked over and implemented CMDB and Asset Management module to maintain all the asset details of the customer.
- Worked on enhancements to derive Asset details of Incident Caller and to group reported incidents based on Caller and CMDB CI.
- Worked on implementation of inserting, updating and retiring CI via Data Loads.
- Worked on various enhancements, developments and bug fixes tickets to stabilize customer instance and for smooth and better functioning of the same.
- Worked on enhancement of various modules such as ITSM, Facilities, Service Order and HRSM
- Implemented and demonstrated various ServiceNow modules for the customer such as PPM, CSM, ATF and Mobile Application
- Worked on UI Action, Business Rules, Script Include, Client Script, UI Policies, Workflows, Reports, Dashboard, Service Catalog, Order Guide, Transform Maps etc.
- Worked on Transform Maps and bulk data upload for migrating data from one instance to other.
- Maintaining best practices checks and documents on all the processes performed within the module.

## 6. Guardant Health Inc

Aug 2019 – Sep 2019

**Role** – Offshore Lead

**Technologies** – ServiceNow, JavaScript

- Enhanced Incident table's form layout and added a few sets of fields as requested by the client over a Domain Separated Instance.
- Implemented Inbound Email Actions, Business Rule, Reports, Client Scripts, Script Include, Homepages and UI Actions.
- Created Reports and Homepages.
- Configured SLA on Incident Table.

## 7. Satellite Health ITSM Implementation

May 2019 – Sep 2019

**Role** – Offshore Lead

- Implemented ITSM module for the customer who has migrated from Express Instance to Enterprise Instance.
- Configured and implemented various modules such as Incident Management, Problem Management, Change Management, Service Catalog and Service Portal
- Worked on UI Action, Business Rules, Script Include, Client Script, UI Policies, Workflows, Reports, Dashboard, Service Catalog, Order Guide, etc.
- Demonstrated various POC over entities such as CMDB, Asset Management, PPM, Planned Maintenance, ATF and Performance Analytics.
- Worked on Transform Maps and bulk data upload for migrating data from one instance to other.

## 8. Flagship ITSM Implementation

Apr 2019 – Jun 2019

**Role** – Offshore Lead

- Implemented ITSM module for the customer who has migrated from Express Instance to EnterpriseInstance.
- Configured and implemented various modules such as Incident Management, Problem Management, Change Management, Service Catalog and Service Portal
- Worked on UI Action, Business Rules, Script Include, Client Script, UI Policies, Workflows, Reports, Dashboard, Service Catalog, Order Guide, etc.
- Demonstrated various POC over entities such as PPM, Planned Maintenance, ATF and PerformanceAnalytics.
- Worked on Transform Maps and bulk data upload for migrating data from one instance to other.
- Maintaining best practices checks and documents on all the processes performed within the module for efficient and effective implementation of the requested enhancements and implementation.

## 9. JadeConnect Framework

Feb 2019 – Mar 2019

**Role** – Project Lead

- Created various scoped modules, tables and dashboards under Jade connect Application to ease the process of integration of ServiceNow with various other platforms.
- Created various UI Policies, Client Script, Scheduled Jobs, Transform Maps, UI Action, Script Includes, Business Rules and Reports to automate the procedure of integrating ServiceNow platform with various others such as JIRA, SFDC, NetSuite, etc.
- Configured various trigger events to automate the configuration process to establish a successful connection between ServiceNow and 3<sup>rd</sup> Party Vendor.
- Configured and verified connections within ServiceNow and third-party vendors based on Authentication Types (Basic Auth, OAuth and OAuth2.0) and various data retrieval methods.
- Implement basic packages for integration of a ServiceNow Instance with third-party applications such as JIRA, SFDC and NetSuite.
- Involved in designing integration components to integrate salesforce cases and incidents using JadeConnect and for 3<sup>rd</sup> Party Platforms such as SFDC, NetSuite and Jira.

## 10. Callidus Support & Enhancement

Aug 2018 – Feb 2019

**Role** – Senior Developer

- Worked on various enhancements, developments and bug fixes tickets for smooth and better functioning of the instance.
- Worked on various modules of ServiceNow such as ITSM, CSM, Performance Analytics, Custom Applications, etc.
- Worked on UI Action, Business Rules, Script Include, Client Script, UI Policies, Workflows, Reports, Dashboard, Service Catalog, Data Policies, ACL's, Schedule Jobs, etc.

## **11. RMS SLA and Dashboards**

**Jul 2018 - Aug 2018**

**Role** – Offshore Lead

- Created various custom reports and dashboards for IT Support Team to keep a track on active, resolved and outage Incidents.
- Created Custom Tables and automated various processes to provide the desired customized report for the customer.
- Worked on Business Rule, Reports, Client Scripts, Script Include, Homepages and UI Actions.
- Created Reports, Performance Analytics Widgets, Interactive Filters and Dashboards.
- Automated various procedures regarding Ticket Closure, Bad Survey Response, Weekly and Quarterly Reports.

## **12. Chevron Access Management**

**Jun 2018 – Sep 2018**

**Role** – Lead Developer

- Created Scoped Application for importing bulk data from CISF server and to grant or revoke access over other specific applications active at Customer's instance.
- Created Custom Tables and implemented other specifications as per customer requirement.
- Worked on Scoped Application, Remote File Import, Transform Maps, Business Rule, Client Scripts, Script Include, Notifications and UI Actions.
- Built Transform Map and validation Script Include for manual mass data uploads.
- Maintaining best practices checks and documents on all the processes performed within the module.

## PROJECT CRONICALS (Previous Employer)

### Tata Consultancy Services

Jan 2015 – May 2018

#### 1. Technology Intake Process

Mar 2018 – May 2018

##### Role – Lead Developer

- Created Custom Application for a pre-existing process to provide better track and transparency regarding all the tasks which were to be performed to process the submitted request.
- Created Custom tables by extending the task table and implemented as per customer requirement.
- Worked on Business Rule, Reports, Client Scripts, Script Include, Notifications and UI Actions
- Configuration/Customization of the ServiceNow system, including creating workflows, build tasks from customer requirements using workflows to manage data flows from the customer to the support teams providing the service.
- Configured SLA on Task assigned to the submitted requests.

#### 2. Estimation Queues

Jan 2018 – Feb 2018

##### Role – Lead Developer

- Created Custom Application for customer to file up a request for an estimation of any specific company site.
- Built Inbound Actions and tables to perform data transitions on receiving desired notification from the user and to trigger appropriate notifications as per customer requirements.
- Worked on Inbound Email Actions, Business Rule, Reports, Client Scripts, Script Include, Homepages and UI Actions.
- Created Reports and Homepages
- Configured SLA on Custom Table

#### 3. EHS Tasks & Incidents

Jul 2017 – Dec 2017

##### Role – Lead Developer

- Built Custom Application for customer to report an Incident on company site and to create recurring or single occurrence tasks to be performed by the assigned person or group at the company site.
- Created Custom tables by extending the task table and implemented as per customer requirement.
- Worked on Business Rule, Reports, Client Scripts, Script Include, Homepages and UI Actions
- Created Reports, Performance Analytics Widgets, Interactive Filters and Dashboards
- Built Transform Map and validation Script Include for manual mass data uploads.
- Configuration/Customization of the ServiceNow system, including creating workflows, provide appropriate approvals, trigger custom notifications using workflows or Business Rules.



#### 4. Credits Memo

Jan 2017 – Jun 2017

##### Role – Lead Developer

- Created Scoped Custom Application for customer to file up memos for various task such as TaxAdjustment, Fines & Dues, etc. along with Rebill facility.
- Created Custom tables by extending the task table and implemented as per customer requirement.
- Public UI Pages implementation for providing users the facility to file up memos through the publicportal ESS.
- Configuration/Customization of the ServiceNow system, including creating workflows, provide appropriate approvals, trigger custom notifications using workflows or Business Rules.
- Custom Notification to be triggered if no approval action was performed over a pending request formore than an hour.

#### 5. MyTech Portal

Apr 2015 – Dec 2016

##### Role – Developer

- Worked over CMDB module to maintain all the asset details of the customer.
- Mid-Server Integration implementation for various communication service providers and createdvalidation scripts for implementation regarding the same.
- Worked on Product Catalog, Case and Account management to transform the product catalog asper the provided requirement and to extend the scope of business application.
- Provided detailed exception reports to the customer regarding the mass data loads executeddaily/weekly.
- Worked on creating APIs through JavaScript Prototyping for providing secure calls from front pageto back-end codes.
- Defect Fixing (production defects and internal defects) and code optimization for better performance.
- Maintaining quality standards and documents on all the processes performed within the moduleand coordinating with the onsite team and resolving issues within time.