**SHILPI KUMARI**

Email Id – shilpisinha117@gmail.com

Contact no. – 8440070026

B. TECH in Computer Science and Technology with 5.1 **Years of experience** currentlyworkingas a **ServiceNow Developer** in **HCL Technologies ltd.**

**EDUCATION QUALIFICATION: -**

* **2016 :**​B.Tech. (CS) from Rajasthan college of engineering for women’s , Jaipur(Rajasthan)
* **2012 :**12th from Vignan vidyalam Vishakhapatnam (A.P), CBSE board
* **2010 :** 10th from P.C patsa high school samastipur (Bihar), CBSE board

**TECHNICAL SKILL SET: -**

LANGUAGE : C, C++, SQL and scripting.

OPERATING SYSTEMS : windows server 2008/12/16/19

DATABASES : SQL DBA

WEB TECHNOLOGY : HTML, CSS, Java script.

OTHER SOFTWARE : Microsoft Power point/Excel/MS, Note pad++, Excel, MS word, Power Point.

**TECHNICAL KNOWLEDGE AND EXPERIENCE: -**

**Certification.**

CSA Administrator.

**PROFESSIONAL EXPERIENCE**

* Overall, 5 years of technical experience as in ServiceNow Developer\Admin and Azure windows
* Working in HCL Technology. May 2017.
* Valuable experience in Multi-Customer and Multi-Tenant Architecture as a Service Now Developer. Managing and supporting various clients of different regions.
* Experience in Configuration & customization of Incident Management, Problem Management, Change Management and Service Catalog.
* Creation of new Service Requests, Record Producers and Order Guides: Front End and Workflows.
* Client Scripts, Business Rules, UI policies, UI Actions, Script Includes.
* Effective in working independently and collaborative in teams.

**SUMMARY OF EXPERIENCE**

* Since 02nd **MAY 2017** to **OCT 2019**, worked as a **windows Administrator** at **HCL Technologies.**
* Since **OCT 2019** to **till date**, working as a service now Admin/Developer, at **HCL Technologies Noida.**

**Role and Responsibilities**

Have experience in ITSM module:

* Valuable experience in Multi-Customer and Multi-Tenant Architecture as a Service Now Developer. Managing and supporting various clients of different regions.
* Experience in Configuration & customization of Incident Management, Problem Management, Change Management and Service Catalog.
* Creation of new Service Requests, Record Producers and Order Guides: Front End and Workflows.
* Client Scripts, Business Rules, UI policies, UI Actions, Script Includes.
* Effective in working independently and collaborative in teams.
* Excellent team player with immense ability to grasp new concepts and apply them as per business requirements. Well organized with interpersonal and developmental skills, strong work ethics and willingness to work hard to achieve employer goals and targets.

**PERSONAL DETAILS: -**

**Personal information:**

Name : Shilpi Kumari

Father Name : Mr. Ram charan sinha

Date of Birth : 11/02/1996

Sex : Female

Marital Status : Single

Nationality : Indian

Languages Know : English, Hindi

Current Location : Noida, India

I hereby declare that details which mentioned above is correct as best of my knowledge.

**(Shilpi Kumari)**