

## SHIKHER SAMANT

Senior Consultant | +91 9011750292

Email: [samant.shikher@gmail.com](mailto:samant.shikher@gmail.com)

LinkedIn Profile: <https://www.linkedin.com/in/shikher-samant/>

---

### SUMMARY

ServiceNow Certified Implementation Specialist in ITSM with 10+ years of experience in development, testing, deployment, and support of software solutions in ServiceNow across Hospitality, Life Sciences, Banking & Financial Services, and Insurance customers.

### SKILLS

#### **ServiceNow:**

- **Activities:** Administration, Support, Development, Deployment and Upgrades
- **Modules:** ITSM, SLA, ATF, Reports, Custom Applications

**Scripting Language:** JavaScript

**Cloud Platform:** Amazon Web Services (AWS)

**Microsoft Office:** Word, Excel, PowerPoint

### EXPERIENCE

#### **Atos Global IT Solutions and Services Private Limited, Pune – Senior Consultant**

August 2020 – Present

- Development on Request Management module in ServiceNow. The module is based on custom SRM framework.
- Designing the migration of Catalog Items for a customer from ATF2 instance to Customer's Instance
- Working on implementation of Cloud Automation requests using the SRM framework in ATF2 instance
- Production support (L4) of ServiceNow.

#### **Cognizant Technology Solutions, Pune – Infra Dev Specialist**

December 2013 – August 2020

- Production support of ServiceNow. This included queue, SLA and mailbox monitoring, ticket resolution, managing releases, production deployments, upgrades, and coordination with ServiceNow Support via Hi Portal.
- Lead the New York and Orlando upgrade projects on ServiceNow for one of the customers.
- Analyze, define, and document business requirements for functional and technical solutions.
- Development of bug fixes and enhancements
- Performance Improvement activities – suggested and implemented various instance performance improvement activities like removal of logs, unnecessary scheduled reports, notifications, enabling archiving, purging of old email logs.
- Prepare Tests and Test Suites via Automated Test Framework (ATF)
- Enabled the Connect Chat Support setup to enable the Service Desk team to resolve user queries over chat.

#### **Accenture Services Private Limited, Bengaluru – Software Engineer**

July 2010 – December 2013

- Production support of ServiceNow. This included incident resolution, service request completion, change management, data imports, deployments, and upgrades.

- Setup and facilitate workshops for requirement gathering, document business requirements for functional and technical solutions.
- Development of Service Catalog Items for multiple end user requirements; unit testing and deployment to production thereby onboarding and automating the manual processes into ServiceNow
- Development of a custom module in ServiceNow for a Hospitality customer for automating their project approval processes
- Preparation of technical documentation and performing peer code reviews
- Performed functional tester role. Based on analysis of functional requirements; completed test preparation, planning, execution, defect logging and verification.

## **PROJECTS**

### **ServiceNow**

- New Catalog item for JML process
  - Developed a new catalog item for Joiner, Mover and Leaver process for employees. This was for a Hospitality domain customer. The benefit of this automation was to have seamless process for new joiners, department move requests and leaver requests.
- Generalizing the Service Level Agreements (SLAs)
  - The target of this activity was to introduce generic SLAs in ServiceNow for incidents across all the teams. The benefit? – The purpose was to ensure that the start, pause and stop conditions remain same for all the teams and also allowing the teams to manage their own schedules.
- Upgrades
  - Lead two ServiceNow upgrade projects
    - Madrid to New York – completed in 1.5 months
    - New York to Orlando – completed in 1 month

This involved analysis of release notes followed by review of any OOB script which has been customized, review of skipped updates and initial round of unit testing. The defects found during unit testing were fixed and next round of testing was also completed. Module wise documents were also prepared for unit testing with test results. The Production upgrade went smooth with zero post production defects.

The benefit? – upgraded the customer instance to the current version with latest features and offerings from ServiceNow

## **Certifications**

- ITIL Foundation
- ITIL Service Operations
- ServiceNow Certified System Administrator
- ServiceNow Certified Implementation Specialist – IT Service Management
- Aviatrix Certified Engineer – Multi Cloud Network Associate

## **Education**

- **Great Lakes Executive Learning** – *Post Graduate Program in Cloud Computing, (Jan – Aug 2020)*
- **Jaypee Institute of Engineering & Technology, Guna (M.P.)** – *B. Tech (ECE, 2010)*
- **Boys' High School & College, Allahabad (U.P.)** – *12th (ISC, 2005)*
- **Boys' High School & College, Allahabad (U.P.)** – *10th (ICSE, 2003)*