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Objective

To participate as a key player in a dynamic work environment focused on promoting business growth by providing superior value and service.

Career Summary

NN Group – ServiceNow Technical Lead from August 2019 till Date

- 6 plus years of Experience on ServiceNow Platform with Solution's and Technical Architect experience.
- ServiceNow MVP 2019 / 20202 and Leader for Year 2019.
- Worked with CoE for innovations and solution buildings.
- Service-Now experience in Implementation, design, development and integrations with third party tool.
- Hands-on Experience in ITOM module's like Discovery, CMP, Event, orchestration.
- Hands-on experience ins REST, SOAP and JDBC based integrations.
- Trained in Vulnerability Response and implemented Vulnerability Response.
- Hands-On experience in integration with tools like BMC, Trellis, AirWatch, Tangoe, SCCM, LDAP, UCMDB, etc.
- Service-Now experience in Custom Applications and HR scoped module implementation.
- Hands-on experience in migration of HR Legacy application to Scoped HR application.
- Implemented HR integrations such as success factor and Workday.
- Hands-on experience in Service Portal Design, Widget creation and portal customisation.
- Service-Now experience in Major Version upgrades, cloning and patching.
- Service-Now experience in UI pages Jelly scripting & different customization as per the customer requirements.
- Service-Now experience in Implementation of Workflow, Incident, Problem, Change management and Service Request Management as per the customer requirement.
- Training the laterals as well as fresher's on ServiceNow platform.
- Service-Now experience in Asset Management Integrations, Configuration of LDAP, Inbound email action etc.
- Service-Now hands-on experience in Core Configuration.
- Hands-on experience on Service Portal creation and customisation.
- Hands-On Experience in Discovery setup. Patterns, Created Probe, Sensors, Classifier's and Identifiers and basic knowledge of service mapping.

Certifications:

- Service Now Admin Certified
- Certified Implementation Specialist – ITSM
- Suite Certification – ITSM
- Multiple Micro Certifications

Skill Set

Soft Skills

- Excellent written and verbal communication
- Conducting JAD sessions. Worked in Agile Environment.
- Documenting functional and non-functional requirements
- Creating application Prototypes and screen mock-ups
- Creating graphical representations of complex business processes
- Experience in maintaining traceability matrix and drafting test scenarios

Technical

- **Operating Systems:** Win98/XP/7/8 /10
- **Languages:** Java, JavaScript, Angular JS, REST, SOAP, CSS,C, HTML, SQL, MATLAB
- **Applications:** Service Now, BMC Remedy, ITSM
- **Database:** MS SQL-2000/2005/2008

Experience

Role: ServiceNow Consultant

Grade: ServiceNow Technical Lead (DevOps Application)

Period : August 2019 till date

Company: Cognizant Technology Solutions

Responsibilities:-

- Leading a team of junior and senior developer's technically and functionally
- Responsible for keep ServiceNow instance up to date and train teammate's on best practise for ServiceNow.
- Helping PO to define road map of ServiceNow along with Stakeholder management.
- Responsible for supporting implementation of modules like GRC, SecOps and ITOM implementation like Discovery, Service Mapping, Event management, Orchestration, etc.
- Responsible for REST and SOAP Based integration with tools like SAP, IBM, Axians, Salesforce, etc.
- Implemented Azure AD integration and Workday integration for user provisioning and authentication.

- Responsible for Mobile App development and Service Portal.
- Responsible for implementing event management like Nagios, SCOM, Splunk, etc.
- Responsible for implementing Virtual Agent chat.

Role: Team Lead (SME)

Grade: ServiceNow Technical Architect (Senior Associate)

Period : Dec 2018 to July 2019

Company: Cognizant Technology Solutions

Responsibilities:-

- Leading a Team of 4 members which include senior developer and junior developer and Tester.
- Leading Innovation Center for UKCE region.
- Responsible for providing solutions, innovative ideas and implementation of projects for my client.
- Hands on Experience in Ebonding between service now instance's using snap logic as extra security.
- Responsible for ADFS and LDAP integration.
- Implemented cloud management integration (Azure).
- Responsible for experience on SMART IVR (Avaya Integration).
- Hands on experience on SCOM and ServiceNow for incident creation using SCORCH as middleware.
- Responsible for cloning and Upgrade's project.

Role: IT Service Now Consultant

Grade: Associate Consultant

Period : August 2016 to December 2018

Company: Capgemini India Solutions Pvt Ltd.

Responsibilities:-

- Implemented couple of End to End Service Now Project's.
- Leading a team of 3 Junior Developers.
- Hands-on experience in Integration between ServiceNow and Third-party tools based on REST, SOAP, JDBC.
- Hands-on experience in REST, SOAP and Email integrations like AirWatch, SAP, Trellis, Tangoe, Xytech, SCCM, CCM, CTI etc.
- Hands-on experience in Import sets, Data Sources, Transform Scripts and Data migration.
- Hands-on experience in Various Modules of ServiceNow such as ITSM, ITOM and ITBM.
- Major work performed on Asset Management, configuration management and Integration with Tool's like AirWatch, Tangoe, Trellis, SAP, etc.
- Experience on Project management and Time card along with Worker Portal.
- Implemented HR scoped application and done data migration from Legacy HR to Scoped HR.

- Experience on Workday integration for HRSM.
- Knowledge of Data Certification Module and work order management.
- Hands-on Knowledge of Service Catalog request and Service Portal.
- Experience working on ServiceNow angular JS used in Service Portal for Widget creation and Pages creation.
- Handle Major version upgrades from Helsinki to Jakarta and Jakarta to London.
- Worked with Clients across globe such as UK, USA, Singapore, Australia, etc. with proper communication skills.
- Hands-on experience on Client Scripts, Business Rules, UI policies, UI Pages, UI Actions, Script Includes, Web Services.
- Customer Appreciation's with high CSAT.

Role: Service Now Developer

Grade: Associate Consultant

Period : March 2014 till July 2016

Company: KPIT Technologies Ltd

Responsibilities:-

- Consult client with best practices to implement service Catalog and request fulfilment
- Responsible for Order Guides configuration, ACL, etc.
- Consulting on Incident Management and Change Management integration with requests.
- UAT, UI Policy, UI Actions, Business Rules, UI Scripts, Data policy and Client Scripts coding.
- Inbound email integration to insert/update tickets- Generate/update incidents on service now email communication.
- Integration between two ServiceNow instances- considering one as legacy and other as current, to sync ticket updates.
- Single Sign on Integrations using digest authentication approach.
- Consulting on SDLC, Change Management, Incident and Problem Management process with ITIL team.
- Preparation of Documents Related to Project Management was also done.
- Developing SDLC, Change Management, Incident and Problem Management process in service now.
- Creating Email Notifications and Schedule Reports, also Script includes and ACL.
- Preparing Unit test case for testing of all process developed.
- Coding of UI Policies, UI Actions, Business Rule, Workflow Management, Clients Scripts.
- Knowledge Base and knowledge management process development.
- Project Management and Project portfolio management Module Development and consultation for one of important client form US.

Educational Profile

- MBA plus PGDBM in IT Systems from MIT Pune with 6.8 GPA.
- BE E&TC. from (NDMVP KBGT COE),(PUNE University),(NASHIK) with 70% (August 2011)
- DIPLOMA from (K.K.WAGH POLYTECHNIC),(MSBTE),(NASHIK) with 78.85% (July 2008)
- SSC from (RANGUBAI JUNNARE ENGLISH MEDIUM SCHOOL), (STATE BOARD),(NASHIK) with 59.46% (JUNE 2005)

Summer Internship

Company name : TATA Communication Ltd
Designation : Auditor and Business analyst
Duration : 2 months
Job Profile : Auditing of team members and to provide analysis to increase business

Extra-Curricular Activities

- Played in Basketball and Netball Competitions at **National level and university level.**
- Won Prizes in many games at **National level and university level and college level.**
- Community **Leaders Award 2018.**

Declaration:

I confirm that the information provided by me is true to the best of my knowledge and belief.

Place: Pune

Date:

Signature