**Abhijeet Singh**

**ServiceNow Developer**

Abhijeet is a ServiceNow Developer who specializes in the ServiceNow Suite of products with BangMetric. He has over 3+ years of experience in IT industry focused on ServiceNow product line. He has experience in ServiceNow ITSM, HRSD and Integrations as an Implementation Specialist. He has worked for BangMetric since 2020 to design and deliver enterprise solutions for leading organizations across many industries. He brings a wealth of process and technical knowledge, customer success and best practices experience to each engagement. He has extensive background with strong analytical, multitasking and prioritization skills.

**Technical Skill Set:**

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| Language | C, C++, Javascript, HTML & CSS |
| Module's specialization | **ITSM** - ServiceNow Administration/ Development in- Incident, Problem, Knowledge Management, Service Catalogs, Client and Server-side Scripts, Reports and Dashboards, Notifications, Scheduled Jobs, UI Pages, Flow Designer.  **HRSD** - HRSD Fundamentals, HRSD implementation modules, Lifecycle Events, Employee Service Center, Core HR Configuration, Employee Journey Management, Employee Document Management, HR Service, Campaigns and Listening Posts, Lifecycle Events.  **Integrations** – Worked on REST Messages and Scripted REST APIs and implemented (Basic, OAUTH 2.0 and API key) Authentications and sone Integrations with some third-party applications (JIRA, DHL, FADV). |
| Additional | ATF, Virtual Agent |
| Methodology | Agile, Waterfall |

**Certifications:**

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| Certifications | ServiceNow Certified System Administration |

**Projects:**

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| Project 1:  Employee Onboarding & Relocation Assistance | In this project, we created some Record Producers for On-Boarding, Relocation, Work from Home, and Upload Documents and developed their respected flows using flow Designer and lifecycle events.   * **Employee Onboarding Process:**  Features: * Configured HR Service and Templates for auto-assignment. * Multi approval in core case configurations according to department. * Configured employee/fulfiller tasks as per the client requirement using HR Task Templates. * Multi-phase onboarding activities using Lifecycle Events. * Created Surveys for feedback. * **Employee Relocation Process:**  Features: * HR case generation through record producer followed by approvals and validations. * Determining whether the relocation is within the country or outside the country, tasks are being generated. * Tasks for staying arrangements of the employee are also initiated. * **Work From Home process:**  Features:   + Implemented complex validations so that the employee can only take the defined number of WFHs allotted per employee.   + Consecutively checked whether that employee has already took WFH for that particular time period. * Finally, all flows require document submission. We send a notification with redirection link and after submission it automatically moves documents to EDM. |
| **Project 2:**  **Biographical Request Tracer** | In this Project, we developed an end-to-end UI for biographical Request application and implemented document template plugin for document generation.   * created flows as per client requirement * write UI policy and security rules for validation and access control. * Used document template plugin to generate different documents. * write Script Include and worked on UI Action to active document generation. |
| **Project 3:**  **Employee Training Management Project** | In This Project,we automate the process of training enrolments.   * Record Producer – for trainers and employees. * Created a widget for all the employees of the organization. * Created Business Rules to automatically allot the training points to all the attendees of those trainings. * Email Notification – Sent to employee after successful enrolment in the training. * Created technical and process documentation. |