

Amneesh Pal Singh

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Exceptionally focused and result-driven ServiceNow developer along with the skillset of UI/UX designer having expertise in agile methodology, scrum collaboration, and technical enhancement. Specialized in cost-effective solution design, application maintenance, and efficient programming coordination. Proficient in software development, coding, testing, debugging, and documentation. Skilled in designing application infrastructure, leading code reviews, and ensuring code quality aligns with business needs.

TECHNICAL SKILLS

- JAVA, JavaScript, AngularJS, Jelly Scripting, HTML, CSS, SCSS, MySQL, Maria DB
- Machine Learning, Natural Language Processing
- FIGMA, Adobe Photoshop, Sketch
- Rest API, SOAP Integration, XML
- Technical Documentation
- Data structure and Algorithm

EXPERIENCE

SERVICENOW DEVELOPER | ADVANCE SOLUTIONS | JAN 2022- PRESENT

- Experienced ServiceNow Developer with over 2 years of dedicated development experience in ServiceNow modules including Incident, Change, Problem, Knowledge, Resource, Asset Management, Service Levels (SLA), Content Management, and CMDB.
- Proficient in Service Catalog, with a demonstrated ability to build API integrations and facilitate case exchange. Utilizes ITIL best practices in ServiceNow to emphasize ITSM solutions.
- Expertise in the Service Portal module and application development in both web and mobile platforms.
- Designed and deployed a specialized software system for parking ticket management that meets our client's specific requirements.

SOFTWARE DEVELOPER | KC MILLS | OCT 2021- OCT 2022

- Designed and developed software that integrated various payment methods including Apple Pay, Google Pay, and MasterCard into a single platform making it efficient for the company to track daily-basis transactions.
- Implemented a framework that directly connects the company's clothing inventory and multiple warehouses. This framework provides real-time insights to the company, indicating which warehouse offers products at the most cost-effective prices.

IT TECHNICIAN INTERN | OHRI HOSPITAL | JAN 2020- JULY 2021

- Created a centralized document management system that allows the employees to access and collaborate on files more efficiently, notably reducing the time spent on searching the information, thereby enhancing overall productivity.
- Diagnosed and troubleshooted programs to resolve hardware and software issues for internal use.

EDUCATION

POST-DEGREE DIPLOMA | JAN 2024- PRESENT | LANGARA COLLEGE, CANADA

- Post-degree diploma in Mobile & Web App Developer

BACHELOR IN TECHNOLOGY | MAY 2018- MAY 2022 | GURU NANAK DEV UNIVERSITY, INDIA

- B.Tech in Electronics and Communication Engineering

VOLUNTEER WORK

FINANCE HEAD OF ELECTRONICS DEPARTMENT | JAN 2019- JAN 2020 | GURU NANAK DEV UNIVERSITY |

- Organized monthly tech events, achieving a 30% increase in participant attendance and raising financial funds by INR 1 lakh within six months.

REGIONAL HEAD (EAST AMRITSAR) | MAY 2021- DEC 2021 | AKAAL PURKH KI FAUJ (APKF)

- Organized blood donation campaigns in different parts of Punjab, leading to a steady 15% increase in blood donations and helping meet the shortage of blood in 2 Amritsar blood banks.

CERTIFICATIONS

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| • ServiceNow Certified System Administrator (CSA) | • Configure the CMDB |
| • ServiceNow Certified Application Developer (CAD) | • Integration Hub |
| • Java basics and fundamentals | • Automated Test Framework |
| • Welcome to ServiceNow | • CMDB Health |
| • Flow Designer | • Application Developer Process Creator |
| • Performance Analytics | • Application Developer User Interface creator |
| • Service Portal | • Business Continuity Management |
| • Virtual Agent | • Citizen Developer Application Creator |
| | • Predictive Intelligence |
| | • Citizen Developer Process Creator |