



Devendra Shinde

ServiceNow Developer

Experienced ServiceNow Developer adept in all stages of custom development. Knowledgeable in user interface, testing, and development processes. Equipped with a diverse and promising skill-set. Proficient in an assortment of technologies, including JavaScript and ServiceNow Development. Able to effectively self-manage during independent projects, as well as collaborate in a team setting.



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SKILLS

ServiceNow Admin

ServiceNow Developer

JavaScript

Flow Designer

Service Catalog

Third Party Integration

LANGUAGES

Hindi
Full Professional Proficiency

English
Full Professional Proficiency

Marathi
Full Professional Proficiency

INTERESTS

Outdoor games

Movies

WORK EXPERIENCE

System Engineer Infosys

02/2022 - Present

Pune

Belgium Telecommunication Company (02/2022 - Present).

Project

- Configuration of various server-side/client-side scripts including Business Rules, Script Includes, Scheduled Jobs, Script Actions, Client Scripts, UI Policies, UI Actions. Hands on experience of using using ServiceNow Glide APIs for scripting.
- Development of Service Catalogs for variety of requirements and automating the same using Workflows and Flow Designer.
- Configuration of custom SLA definitions for the Incident Management module along with automation of email notifications for the same using custom SLA Workflows and Event Registry.
- Inbound/Outbound integrations with third party tools involving configuration of REST and SOAP APIs. Hands on experience of using JSON and XML payloads for analysis/execution of the same.
- Creation of Data Sources and Import Sets and transform maps for bulk data loads (mostly related to CMDB).
- Extensive use of inbound web services and ServiceNow APIs including Table API, Attachment API, Import Set API.
- Hands on experience of development and administration with respect to ServiceNow ITSM modules involving Incident/Change/Problem.
- Configuration of Scripted REST APIs. Customization of Scripted REST APIs, HTTP methods.
- ITOM - configuring MID server scripts for integration with third party tool.

EDUCATION

Bachelor of Engineering(B.E) Sanjivani College of engineering Kopargaon

10/2020

HSC Vivekanand Jr. college Aurangabad

06/2016

COURSES & CERTIFICATIONS

ServiceNow Certified System Administrator (CSA) (08/2023)

Completed ServiceNow Admin and ServiceNow Developer training on Udemy platform

Trained 70+ new resources on Service Now ITSM Requirements domain