

## Anurag Verma

ServiceNow Administrator & Developer  
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Overall, 5.2 years of IT experience, including 3 years of specialized experience in ServiceNow with primary responsibilities including Service-now Admin, Maintenance, and Support of Service Now. With extensive experience of implementing large applications as a Service-now developer and admin. Experienced in ServiceNow ITSM and the management of all phases of the application lifecycle and best practices. The ability to work with clients to identify their business needs and development. To be part of a dynamic organizations focused on higher goals and to strive to achieve objectives of the organizations while ensuring professional growth.

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### TECHNICAL-SKILLS

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<b>ServiceNow Modules:</b>	ITSM, ITOM, HRSD, CMS, ITAM, VPN, SSL,
<b>Tools:</b>	ServiceNow Studio, Update Sets, Change Management
<b>Development:</b>	JavaScript, GlideScript, REST API, SOAP
<b>Administration:</b>	User Management, Security, Reporting, Client Scripts
<b>Integration:</b>	Web Services, MID Server, JDBC, Email Integration
<b>Database:</b>	Oracle, SQL Server, Python

### LICENSES & CERTIFICATIONS (AWS).

#### AWS FUNDAMENTALS

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### WORK-EXPERIENCE

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#### Experience: 1

##### ANIKRA FOUNDATION

| 02/2021 – Till Date |

##### Roles Responsibility

- Worked on Service Now implementation and well versed in Incident Management, change Management, Problem management and Customizations.
- Scripting/Customization Knowledge in SNOW
- Incident, Problem, Change, Service Catalog, Knowledge Management.
- Proficient in managing the ServiceNow platform including Service Management Platform and System Application Studio.
- Incident Management Life Cycle, Scope Application Development, UI Policy, Data Policy.
- Implemented ServiceNow APIs, Client Scripts for handling database records at server side and client.
- Implemented Business Rules, Assignment Rules, Script Includes, UI Actions for improved collection, storage, and retrieval of records.
- Implemented Data Management and Import Sets, Access Control List, and Notifications.
- Configured Service Catalog and Service Portal to generate and store incident records using Record Producer.
- Experience in Implementation of Reports, Email Notifications, and Notification Scripts.
- Sound understanding of Customer Service Management module
- Customization move of Update Set from Development to Production instance
- Medical Equipment product, customer, and order management.

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### WORK-EXPERIENCE: 2

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##### ANVIL CABLES PVT. LTD.

| 04/2019 – 12/2020 |

## Roles Responsibility

- ERP System Integration: Led the integration of SAP ERP with existing electrical systems, ensuring seamless data flow between the ERP system and project management tools, which improved project tracking and reporting accuracy by 30%.
- Project Management: Coordinated with engineers, IT teams, and construction teams to ensure the smooth integration of ERP and electrical systems into the overall project infrastructure.
- Oversaw the installation and integration of ERP modules related to supply chain and inventory management, ensuring compliance with design specifications and operational efficiency.
- Quality Assurance & Problem Solving: Conducted inspections and tests to ensure ERP-integrated systems functioned correctly, identified discrepancies, and implemented solutions to maintain project timelines and quality standards.
- Documentation & Cost Management: Maintained comprehensive project documentation, monitored budgets, and managed costs related to ERP integration and electrical materials to ensure efficient resource utilization.
- Client Communication: Engaged with clients to provide updates on project progress and address any concerns regarding ERP integration and technical details.

## Knowledge Of DevOps Skill

- Knowledge of CI/CD pipelines using Jenkins, reducing deployment time by 50% and increasing efficiency
- Streamlined infrastructure provisioning using Terraform, decreasing manual effort by 70% and minimizing errors
- Knowledge Docker and Kubernetes for seamless application containerization, increasing productivity by 40% and improving resource utilization
- Knowledge of troubleshooting technical issues related to Devops platform, providing prompt resolution to minimize downtime.
- Developed and maintained Docker files, and Jenkins files for DevOps projects.
- Uplifted Master Data according to requirement.
- Maintained all the deployment through Data loader, CLI, Workbench from one environment to other's and also good knowledge of Jenkins, Bitbucket deployment & validation pipeline.

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## EDUCATION

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**MAKAUT. (W.B). | UNIVERSITY |**

**Bachelor of Technology (B-Tech.) from JIS College Of Engineering. Kalyani.**

- Cumulative Percentage | 72.9%
- President of Tech fest Committee and Student Council

## Additional Courses

- Relevant Coursework: compiling and presenting reports
- Actively Participated in sports activity

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## Achievements

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- Received appreciation award from Client to minimize downtime and on time delivery.
- Received appreciation from Project Manager as well.