

# BHIMASHANKAR HALASAGE

## SERVICENOW DEVELOPER

### CONTACT

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### SKILLS

- ServiceNow Development and Customization
- ITSM and HRSD Module Implementation
- ServiceNow Integrations (Inbound and Outbound)
- Automated Testing and Regression Testing
- Workflow Design using Flow Designer
- Technical Documentation and SDLC Understanding
- UI Policies, Client Scripts, and Business Rules
- Data Import and Transform Mapping
- Email Notifications and Inbound Actions
- JavaScript, Angular JS, SQL/PLSQL, and Java Programming
- HTML, CSS and Bootstrap
- Power BI Dashboarding and DAX Queries
- Analytical Thinking and Problem Solving

### EDUCATION

Expected in 2026  
**MBA - Business Analytics**  
**Symbiosis School For Online & Digital Learning**, Pune, India

2022  
**Bachelors – Computer Science**  
**Fergusson College**, Pune, India

### CERTIFICATIONS

- Oracle Certified Java SE8 Programmer
- Certified System Administrator (CSA)
- Micro-Certification - Virtual Agent
- Micro-Certification - Predictive Intelligence Fundamental
- Micro-Certification – Introduction to Generative AI

### AWARD

Applause Awardee x 3

### LANGUAGES

English

Hindi

Marathi

Kannada

ServiceNow Developer with 2.5+ years of hands-on experience in designing, developing, and customizing ITSM, Integration and Service Portal modules to meet complex client requirements. Proven expertise in creating Business Rules, Client Scripts, UI Policies, and automated workflows using Flow Designer. Skilled in integrations, both inbound and outbound, and proficient in building dynamic forms, record producers, and Service Catalog enhancements. Experienced in Email Notifications, scripting, custom application and data import using transform maps. Strong background in JavaScript, SQL/PLSQL, with a solid understanding of SDLC, technical documentation, and performance optimization. Committed to delivering scalable ServiceNow solutions that drive efficiency, enhance user experience, and align with business objectives.

### PROFESSIONAL SYNOPSIS

- August '22 - Present
- ServiceNow Developer – Deloitte** Pune, India
- Delivered tailored ServiceNow solutions aligned with client requirements, enhancing ITSM and service portal functionalities through structured analysis, design, and implementation processes.
  - Developed and customized modules including Incident, Problem, Change, and Service Catalog, significantly improving system usability and process efficiency for end-users.
  - Designed and implemented Business Rules, UI Actions, and Script Includes to automate workflows and ensure seamless integration across multiple ServiceNow applications.
  - Enhanced HRSD functionalities by customizing topic details and record producers, capturing essential service request data to meet organizational HR process standards.
  - Collaborated with cross-functional teams to analyze user needs, troubleshoot system issues, and deliver high-quality enhancements within tight project deadlines.

### PROJECTS

- Project 1: Chevron**
- Assessed functional design documents for technical feasibility and translated business requirements into comprehensive technical design documentation.
  - Developed, tested, and implemented ServiceNow functionalities, ensuring on-time delivery of high-quality solutions aligned with project requirements.
  - Configured and customized ServiceNow forms, enhanced catalog items and record producers to improve user experience and functionality.
  - Executed data import using data sources and transform maps, ensuring data accuracy, integrity, and alignment with project objectives.
  - Designed custom application to order stationary items using record producer used reference qualifier to restrict to show items.
  - Customized OOTB list widget, implemented Option Schema, Script Includes, email scripts, translations, and scheduled jobs.

- Project 2: US Silica**
- Developed Automated Test Cases for Service Catalogs, Record Producers, and Order Guide to ensure accuracy, functionality, and performance validation.
  - Created and managed Update Sets, implemented UI Policies and UI Actions to deliver customized, scalable ServiceNow client configurations.
  - Configured HR Services, Task Templates, activities, Activity Sets, Assignment Rules, and Order Guide to optimize HR workflows and processes.
  - Built inbound integration to insert or update ServiceNow table data and outbound integration for seamless third-party system communication.
  - Designed complex flows with Flow Designer for Normal and Standard Change and developed flow design.

- Project 3: Clear Water Paper**
- Designed and developed ServiceNow forms and views; implemented Scripts to invoke existing Scripts for enhanced platform functionality.
  - Created complex Email Notifications and Inbound Actions to automate Service Requests and improve operational efficiency and communication workflows.
  - Analyzed technical solutions to build or customize requirements; added related lists in custom forms using relationship configurations.
  - Developed reports using Reporting module, configured Email Notifications, and automated request fulfilment processes using Flow Designers effectively.

### DECLARATION

I hereby declare that everything mentioned above is true to the best of my knowledge and belief. – **Bhimashankar Halasage**