

# Deepak K R – ServiceNow Consultant

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Bengaluru – 560036

## Summary Statement

Results-oriented Software Engineer with 4.5 years of ServiceNow expertise and 11 years overall experience across various domains. Proven track record in delivering innovative solutions for diverse projects and clients. Committed to continuous skill enhancement and organizational success.

## Work Experience

### Accenture Solutions Pvt Ltd, IN

Bengaluru

Mar 2020 – Present

Nov2022 - Present

#### Sr. Software Engineer / App or Cloud Senior Analyst

- Gathering project requirements by Interacting with the client on regular basis.
- Design, develop, and configure ServiceNow to meet ITSM requirements, including Incident Management, Problem Management, Change Management, and other ITIL processes.
- Identify areas for improvement in ITSM processes and implement enhancements to optimize service delivery.
- Performing Weekly deployment for the changes approved and communicating with Platform and product owners, ensuring smooth transitions using Update Sets/Update Source.
- Integrate ServiceNow with other IT systems and tools to ensure seamless data flow and process automation.
- Create and maintain workflows and Flow within ServiceNow to automate and streamline IT service delivery processes.
- Design and maintain the Service Catalog and Service Portfolio to align with business needs and IT service offerings.
- ServiceNow upgrades from Paris to Quebec and double upgrades (Quebec to San Diego, Rome to Tokyo). Expertly managed update set backup, import, issue resolution, patching activities, and post-upgrade testing.
- Leveraged Service Portal Designer and Out-of-the-Box (OOTB) Widgets for efficient customization, introducing pages and widgets for enhanced ServiceNow management.
- Strong Knowledge: Business Rules, Client Script, Transform Map, Workflow, Flow, Catalog Items, Server-Side Scripting, Client-Side Scripting, Application, Modules, Service Portal, Reports, Scheduled Reports, Scheduled Jobs, Inbound Email Action, Outbound Email Action, Email Notifications, Email Notification Script, Events, Script Action, Fix Script, Workflow Script, User Criteria, JSON, Table API, REST integration.

#### Integrations:

- ServiceNow integration with My Wizard and PowerBI for reporting.
- Splunk integration to capture exception occurred in Splunk system.
- My Wizard integration to action Catalog task towards closure.
- Adding and removing users from Active Directory (AD) groups.
- Scripted REST API
  - Asset details from Microsoft -Intune.
  - Vendor Information from SAP.
  - Contract Cost from SAP Ariba.

#### Automations:

- Implemented custom logic to process daily inbound emails with Excel or CSV attachments containing server details. Created new incident tickets for new failures and updated existing tickets for ongoing issues and notified the relevant team about server failures.
- Innovative solutions for fetching assets based on user location, IT sector, IT district, and IT area, considering model compatibility.

**Skills:** ServiceNow – ITSM, Integrations, ServiceNow- HAM and SAM, JavaScript, AngularJS, HTML, CSS.

#### Software Engineer / App or Cloud Analyst

Mar2020 - Nov2022

- Troubleshoot and resolve issues related to ServiceNow configurations and integrations.
- Provide support to end-users and train them on how to use ServiceNow effectively.
- Design and maintain the Service Catalog to align with business needs and IT service offerings.
- Knowledge Articles creations and setting User criteria as per business requirements.
- Developed minor enhancement request as per requirements.
- Testing changes for the new changes prior and post upgrade activity.

- Develop reports and dashboards to provide insights into IT service performance and KPIs.
- Maintain accurate documentation related to ServiceNow configurations, processes, and procedures.
- Efficiently performed day-to-day administration of the ServiceNow tool, ensuring the maintenance of business services and configuration item relationships.

#### **Automations:**

- Implemented custom logic for offboarding an employee that includes removal of roles, groups, and re-assigning/returning asset.
- Automated mechanism of addition/removal of a user to/from multiple groups logic with the single catalog item request.
- Approval email reminder notification, depending on the title of the user profile.

**Skills:** ServiceNow – ITSM, JavaScript, HTML, CSS.

### **Snipe Tech Pvt Ltd., Bengaluru**

Bengaluru

*Jun2018 – Mar2020*

#### **Software Developer / UI Developer Projects**

1. Move My Goods (MMG): Provides 24/7 transportation for industrial, household, and agricultural goods. Services include packing, loading/unloading, car carrier, warehousing, and supply chain. Our skilled drivers, fluent in local languages, ensure timely delivery with live tracking and updates.
2. Student Enrollment System: The Computerized Enrollment System stores student information efficiently, reducing faculty effort and enabling quick access for staff and students, especially freshmen, transfers, and irregular students.
3. Office Automation: The project's main aim is to manage configurations (e.g., events, departments) and employee details (e.g., attendance, contact information).

**Skills:** JavaScript, HTML-5, CSS-3, Angular 6+, Bootstrap-3 and 4, jQuery, Typescript.

### **Other Experiences**

Below Mentioned experience are not considered for the current job application due to different work stream. therefore, responsibilities are not mentioned here.

#### **Dogus Soma JV (Civil Engineering Background)**

Mumbai

*Feb2017 – Jun2018*

Structural Design Engineer

#### **Coastal Projects Limited (Civil Engineering Background)**

Bengaluru

*Aug2013 – Feb2017*

Engineer (Oct2014 – Feb2017)

- Worked for 2Years Night shift to Accomplish Master of Technology Regular Degree/ Course.

Graduate Engineer Trainee (Aug2013 – Oct2014)

### **Certificates**

- CAD – ServiceNow Certified Application Developer.
- CSA - ServiceNow Certified System Administrator
- Micro-Certification: CMDB, Service Portal, Flow Designer, Performance Analytics and **+17**.

### **Education**

<b>Degree</b>	: Master of Technology in CAD Structures	<i>Sep2014 – May2016</i>
<b>University</b>	: Reva University, Bengaluru	<i>Score: 8.5 CGPA</i>
<b>College</b>	: Reva Institute of Technology and Management, Rukmini Knowledge Park, Bengaluru.	
<b>Degree</b>	: Bachelor of Engineering in Civil Engineering	<i>Sep2009 – Jun2013</i>
<b>University</b>	: Visvesvaraya Technological University (VTU), Belagavi.	<i>Score: 72%</i>
<b>College</b>	: BGS College of Engineering and Technology, Mandya.	

### **Declaration**

I hereby declare that all the details furnished above are true to my knowledge.

Place : Bengaluru  
Date :

Deepak K R  
(Signature)