

HARSHAD DUKARE

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Summary

I'm an Analyst/Software Engineer at Capgemini with almost 2years of IT industry experience and ServiceNow enthusiast having understanding of components such as Business Rules, Client Scripts, and UI Actions and more. My experience includes ITSM processes, management of Middleware tools, and Network Infrastructure Monitoring. I am eager to leverage my knowledge and skills in a dedicated ServiceNow Developer role.

Experience

Analyst/Software Engineer | Capgemini – Airoli, Navi Mumbai | February 2023 – Present

- Managed ITSM processes such as Incident, Problem, and Change Management, and monitored SLAs.
- Administered installation, monitoring, patching, and compliance of Middleware tools in internal projects.
- Engaged in Network Infrastructure Monitoring projects to enhance system performance and reliability.
- Gained familiarity with ServiceNow components including Business Rules, Client Scripts, UI Actions, and other components.

Skills

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|--------------|-------------------------------|--------------------------------|
| • JavaScript | • Django | • Data Structures & Algorithms |
| • Python | • Object-Oriented Programming | • SQL |

Core Competencies

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|-------------------|---------------|------------------|
| • Business Rules | • UI Actions | • ITSM Processes |
| • Client Scripts | • UI Policies | • APIs |
| • Script Includes | • Update Sets | |

Projects

- I. **WeBlog** | A Blogging application platform | Python, Django
 - A simple blogging platform which can be used to manage and publish content in the form of blog and user can comment on others post.
 - Implemented CRUD functionality throughout the project to manage the posts and comments.
- II. **FoodSella** | A Food Ordering System | Python, Django, Bootstrap
 - A Food Ordering System which can be used by customer to order food and manage order in their cart and vendor to manage menus, orders etc.
 - Implemented user Registration and Authentication for both Vendors and Customers.
- III. **DVMS** | Decentralized Voting Management System | JavaScript, Solidity | *Academy Project*
 - A Voting management system implemented using Smart Contracts and Ethereum Network.
 - Responsible for designing the Smart Contracts and the backend development.