

HARSHAD DUKARE

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Summary

I'm an Analyst/Software Engineer at Capgemini with almost 2 years 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

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

Projects

- I. Administration of Middleware tools | **Bayer**
 - a. Deployed Tanium across multiple environments, ensuring consistent setup and adherence to company standards.
 - b. Managed ITSM processes, including regular patching and security compliance for Tanium.
- II. Monitoring of Network Infrastructure | **Fresenius Medical Equipment**
 - a. Managed and prioritized P1 and P2 alerts to ensure timely resolution of critical and high-priority network issues, maintaining system stability and minimizing impact on operations.
 - b. Regularly checked and confirmed the reachability of network devices to ensure consistent connectivity and quick identification of potential network disruptions.

Education

MGM's College of Engineering & Technology | Kamothe, Navi Mumbai | 2022

Bachelor of Engineering – Computer Science | 8.75 CGPA

Personal 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.