

Jaineel Petiwale

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A results-driven ServiceNow Developer with 2 years of hands-on experience in designing and implementing solutions within the ServiceNow platform. Graduated with a B.Tech in Computer Engineering (Information Systems) from Ajeenkya DY Patil University. Currently employed at Flextronics India Pvt. Ltd. as an Associate Developer, contributing to the Service-Now Admin Team and driving innovation through platform automation and integration.

Skills

ServiceNow • ITSM • JavaScript • REST API • Python • Django • MySQL • NoSQL • Linux • Azure • AWS • Docker • Web Development • Android App Development • Kotlin • Git

Experience

Associate Developer *Flex Ltd.*

07/2023 - Present

Summary Leading ITSM module implementation and integration projects, ensuring seamless platform inter connectivity through APIs, Integration Hub, and email configurations.

Key Responsibilities

- Developing and customizing ServiceNow applications to enhance IT operations.
- Managing incidents, problem resolutions, and platform performance.
- Administering the ServiceNow platform, optimizing workflows, and troubleshooting issues.
- Identifying and solving critical platform bugs.

Tech Stack ServiceNow, JavaScript, REST API

Internship

Associate Developer Intern *Flex Ltd.*

02/2023 - 06/2023

Summary Enhanced my technical expertise in ServiceNow by contributing to the ITSM module, honing skills in platform management, and development best practices.

Key Responsibilities

- Assisted in ServiceNow development tasks, focusing on functionality enhancements and platform stability.
- Supported platform administration, ensuring seamless operation and efficient service delivery.
- Addressed and resolved system bugs in a timely manner.

Tech Stack ServiceNow, ITSM, JavaScript

SDE Intern *Khairnar Technologies*

02/2023 - 06/2023

Summary Contributed to web application development, focusing on both feature enhancement and system maintenance.

Key Responsibilities

- Developed and maintained front-end components using React and Redux-Saga.
- Translated business requirements into actionable technical tasks and deliverables.

Tech Stack Python, Django, MySQL, HTML5, CSS3, Git, Web Development, REST API

Education

Bachelor of Technology (B.Tech) in Computer Engineering

Ajeenkya DY Patil University, Pune

08/2019 - 05/2023

- Completed 320 hours of hands-on technical workshops covering HTML5, CSS3, JavaScript, React, REST APIs, and more.
- Proficient in Git, SCRUM methodologies, and developing responsive web applications.

Certifications

Microsoft Certified: Azure AI Fundamentals

01/2024

- Credential Issued by Microsoft.

Active Directory Domain Services

01/2024

- Credential Issued by Microsoft.

Introduction to MongoDB Charts

01/2024

- Credential Issued by MongoDB University.

Publications

Enhancing Organizational Collaboration and Communication Through a Social Management Platform

Sep 2023

- Designed a space exploration app as part of a university project.
- Published at the 2023 World Conference on Communication and Computing (WCONF).
- IEEE Xplore: Document 10235215
- GitHub: ADYPU-SpaceApp/SpaceApp

Projects

on-Demand Admin Access

In-Progress

- On-Demand Admin Access - ServiceNow Custom Application
- GitHub: ImJaineel/On-Demand-Admin-Access

Auto-Assignment

In-Progress

- Auto Assignment - ServiceNow Custom Application
- GitHub: ImJaineel/Auto-Assignment

Mental Health Prediction

Completed

- Developed an AI-based tool for predicting mental health risks.
- GitHub: Leap-Tribe-I/Mental-Health-Prediction

Languages

English: Full Professional Proficiency

Hindi: Limited Working Proficiency

Gujarati: Limited Working Proficiency

Marathi: Limited Working Proficiency