Software Developer

Jaineel Petiwale

+91 8200147220

Jaineel2001@gmail.com

Linkedin.com/in/jaineelpetiwale

GitHub.com/ImJaineel

A results-driven ServiceNow Developer with 3 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 ServiceNow Developer, contributing to the ServiceNow Platform 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

ServiceNow 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, ITSM, Integration, Orchestration

Internship

ServiceNow 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

Certified System Administrator `03/2025`

- Credential Issued by Service-Now.

Active Directory Domain Services `01/2024`

- Credential Issued by Microsoft.

Microsoft Certified: Azure AI Fundamentals `01/2024`

- Credential Issued by Microsoft.

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

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

Languages

English: Full Professional Proficiency
Hindi: Limited Working Proficiency
Gujarati: Limited Working Proficiency
Marathi: Limited Working Proficiency