Jaineel Petiwale

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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

Education

Bachelor of Technology (B.Tech) in Computer Engineering *Ajeenkya DY Patil University, Pune*

08/2019 - 05/2023

- Completed B.Tech in Computer Engineering with specialization in Information Systems.
- 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 Application Developer   `02/2026`

- Credential Issued by Service-Now.

Certified System Administrator   `03/2025`

- Credential Issued by Service-Now.

Active Directory Domain Services   `01/2024`

- Credential Issued by Microsoft.

Languages

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

Projects

on-Demand Admin Access

- On-Demand Admin Access - ServiceNow Custom Application

- GitHub: ImJaineel/On-Demand-Admin-Access

Auto-Assignment

- Auto Assignment - ServiceNow Custom Application

- GitHub: ImJaineel/Auto-Assignment