ISHA HANMANTE

Enthusiastic ServiceNow Support Analyst with 3.4 years of overall IT experience, including 1.4 years of hands-on ServiceNow support and 2 years in Mainframe technologies. Skilled in incident handling, ITSM workflows, platform configuration, and basic scripting. Motivated to build a strong career in the ServiceNow platform by leveraging prior expertise in enterprise systems, data handling, and automation to deliver process efficiency and business value.

Contact

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📍 Pune

Work Experience

IBM - Associate ServiceNow Support Analyst

May 2024 - Present
Project name: Hiring Master

- Managed and resolved over 180+ ServiceNow incidents related to user access, data discrepancies, and workflow issues, ensuring smooth hiring operations.
- Collaborated with cross-functional teams to troubleshoot and resolve technical issues, minimizing disruption and maintaining system integrity.
- Assisted in the configuration and customization of ServiceNow modules (Incident Management, Service Catalog) to align with hiring workflows.
- Participated in testing and validation of new features and updates, ensuring they met business requirements and functioned as intended.
- Documented issue resolutions and system changes to maintain comprehensive records and support knowledge sharing within the team.

IBM - Application Developer (Mainframe)

May 2022 - Apr 2024
Project name: Z-Stack Integration (z/OS)

- Integrated over 300 new products and managed 450+ refreshes (version changes, PDRefs, PTFs) to enhance or update existing mainframe applications.
- Utilized TSO/ISPF commands extensively for day-to-day tasks, including installs, library navigation, dataset manipulation, and version control operations.
- Employed Jira for tracking tasks, logging bugs, coordinating issue resolution, and executing debugging of mainframe applications to identify root causes and fix defects promptly.
- Applied both Waterfall and Agile methodologies during development and refresh cycles; participated in iteration planning and daily scrum meetings.
- Authored test scenarios and scripting; estimated test effort; executed iteration-level test cases; ensured regression testing and test coverage.

Educational Background

Bachelor of Engineering- Electronics Engineering

Shri Ramdeobaba College of Engineering and Management
2018-2022

Skills

- ServiceNow ITSM
- ServiceNow Configuration
- Analytical thinking & problem-solving
- CMDB & data model basics
- Javascript
- COBOL
- JCL
- TSO / ISPF commands

Languages

- English (Fluent)
- Hindi (Fluent)
- Marathi (Fluent)

Certification

- ServiceNow Certified System Administrator
- Micro-Certification – Automated Test Framework
- Micro-Certification –Platform Analytics
- Micro-Certification –Service Portal
- Micro-Certification – Integration Hub
- Micro-Certification –Predictive Intelligence
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