**RIKKU NARULA**

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# CAREER OBJECTIVE

To work in a competitive & challenging work environment to contribute to the best of my ability towards the growth & development of a progressive company to fully utilize my interpersonal & academic skills to pursue a challenging & rewarding career.

# SUMMARY

* Approx. 5 years of experience in IT involving ITSM and ITIL concepts and currently working as **Lead Consultant-Service Now** with HCL Technologies, Noida.
* Possess profound knowledge of various modules like **Human Resource Management, Product Catalog, Service Request Management, Change Management, Release Management, Problem Management, Incident Management, Service Asset and Configuration Management and Knowledge Management.**
* Part of transformation and transition projects.
* Extensive experience in process designing, re-engineering, documentation.
* Conducting Trainings and Demo’s to Support team members and operational Team.
* Flexible and versatile to adapt to new environment and work on any project.
* Excellent team player, individual contributor and meeting with project deadlines.

# TECHNICAL SKILLS

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| Developer Tools: | Service Now, CA SAM |
| Operating System: | Windows Family, LINUX |
| Database Worked: | Oracle/ PL- SQL |
| Languages: | C#, CSS, XML, JavaScript |
| Web Technologies: | HTML & DHTML |
| Development Methods: | Waterfall Model, Agile Methodology SCRUM |

# WORK EXPERIENCE

## Employer: HCL TECHNOLOGIES LIMITED

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| Client | ABB Poland |
| Duration | June 2016 - Till Date |
| Environment | Windows |
| Role | Service-Now Consultant/ Lead/ Architect |
| Responsibilities | * Travelled to Poland for transition phase and requirement elicitation for transformation phase. * Leading Service Now development of ABB project * Working on Service Request, Incident, Problem, Change, Knowledge and Customer Service module of Service-Now. * Customization and Configuration of Service Request Management, Asset and Product Catalog module according to the Process Setup data and Functional Requirement   Specifications of the client.   * Integrations performed: Web Services, Active directory, Custom Integration, In-bound Email Action. * Configured Email Notification Templates, Complex workflows, Reports modules based on client’s requirements. * Responsible for assignation of FRS and tasks to the team members depending on the difficulty level and resource capabilities. |

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| Client | Disney, US |
| Duration | December 2015- June 2016 |
| Environment | Windows |
| Role | Service-Now Consultant/ Lead/ Architect |
| Responsibilities | * Leading Service Now development of Disney project * Working on Service Request, Product Catalog and Human Resource (HR) module of Service-Now. * Customization and Configuration of Service Request Management, Human Resource (HR), Asset and Product Catalog module according to the Process Setup data and Functional Requirement   Specifications of the client.   * Involved in customizations with the HR module in link with the Assets procured. * Automated the process of Assets in the company with the Product catalog for further extension of SR’s. * Integrations performed: Web Services, Active directory, Custom Integration, In-bound Email Action. * Configured Email Notification Templates, Complex workflows, HR linkages with Product Catalog, Reports modules based on client’s requirements. * Responsible for assignation of FRS and tasks to the team members depending on the difficulty level and resource capabilities. * An active member in the HCL CFS SNOW technical interviewers responsible for interviewing candidates for strengthening the Service Now workforce in HCL. |

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| Client | AARP, US |
| Duration | October 2015- January 2016 |
| Environment | Windows |
| Role | Service-Now Consultant/ Lead |
| Responsibilities | * Leading Service Now development of AARP project * Working on Service Request, CIM and Change module of Service-Now. * Customization and Configuration of Service Request Management, Change Management, Incident Management modules according to the Process Setup data and Functional Requirement   Specifications of the client.   * Involved in Upgrade activity of the Instances and OOB functionalities. * Integrations performed: Change Integration, Active directory * Verbiage, Schedules, Email Notification Templates, Reports modules based on client’s requirements. * Responsible for assignation of FRS and tasks to the team members depending on the difficulty level and resource capabilities. |

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| Client | WorleyParson |
| Duration | May 2015- October 2015 |
| Environment | Windows |
| Role | Service-Now Consultant/ Developer/ Implementer |
| Responsibilities | * Leading Service Now development of WorleyParson project * Working on Service Request, Problem, Knowledge, Release, Change module of Service-Now. * Customization and Configuration of Service Request Management, Change Management, Release Management, Problem Management, Incident Management, Service Asset and Configuration   Management and Knowledge Management modules according to the Process Setup data and Functional Requirement Specifications of the client.   * Involved in Upgrade activity of the Instances and OOB functionalities. * Integrations performed: LDAP, Web Service, Change Integration, Active directory * SLA Configuration, Verbiage, Schedules, Email Notification Templates, Reports modules based on client’s requirements. * Performing feasibility check in coordination with Process Team. * Responsible for assignation of FRS and tasks to the team members depending on the difficulty level and resource capabilities. * An active member in the HCL CFS SNOW technical interviewers responsible for interviewing candidates for strengthening the Service Now workforce in HCL. |

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| Client | Entergy, US |
| Duration | February 2015- May 2015 |
| Environment | Windows |
| Role | Service-Now Consultant/ Developer/ Implementer |
| Responsibilities | * Working for Service Now development of Entergy project * Working on Service Request, Incident, Problem, Change module of Service-Now. * Customization and Configuration of Service Request Management, Change Management, Release Management, Problem Management, Incident Management, Service Asset and Configuration Management, Demand and Knowledge Management modules according to the Process Setup data and Functional Requirement Specifications of the client. * Integrations performed: LDAP, Web Service, SOI * SLA Configuration, Verbiage, Schedules, Email Notification Templates, Reports, On-Call Rotation (ROTA) modules based on client’s requirements. * Configured OOB and customized reports. * Performing feasibility check in coordination with Process Team. * Responsible for assignation of FRS and tasks to the team members depending on the difficulty level and resource capabilities. * An active member in the HCL CFS SNOW technical interviewers responsible for interviewing candidates for strengthening the Service Now workforce in HCL. |

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| Client | Metsa, Finland |
| Duration | November 2014- February 2015 |
| Environment | Windows |
| Role | Service-Now Developer/ Implementer |
| Responsibilities | * Travelled to Finland for transition phase and requirement elicitation for transformation phase. * Working on IM, PM, Service Catalog, Email Notification templates, Reports, Database views * Understanding functional requirement specification from the client. * Configured SLA's, Schedules, Service Reporting modules in Service Now based on clients requirements. * Worked on Access control lists (ACLs). * Worked on Out-of-box and customize Reports. * Configuring customer requirement as defined in FRS. * Analyze weekly data for User Insights Reports pertaining ITIL process guidelines. * Involved in meetings with the client and the development team for smooth working of the project. * Attend management meetings to represent the work done and for new development ideas. * Delivered Service Now sessions to the support trainees. * Hands-on experience on Business Rules, Client scripts, Workflows, Service Catalogue, UI Policies, UI Actions, Transform maps, etc. * Responsible for assignation of FRS and tasks to the team members depending on the difficulty level and resource capabilities. * Coordinating with process Team in terms of FRS and feasibility check. |

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| Client | HCL Global Blue Print and SAM |
| Duration | June 2014 – November 2014 |
| Environment | Windows |
| Role | Service-Now Developer/ Implementer |
| Responsibilities | * Working for Service Now development of HCL GBP and trained on CA SAM tool. * Working on Service Request, Reports, Database views modules of ServiceNow to see the overall development and enhancing the internal tool. * Been trained on CA SAM i.e. Software Asset Management- Customized the tool as per the client’s requirement. * Given training to a group of 14 people and the management about this new tool. |

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| Client | Anglo American, South Africa |
| Duration | July 2013 – May 2014 |
| Environment | Windows |
| Role | Service-Now Developer/ Implementer |
| Responsibilities | * Working for Service Now development of Anglo American project * Working on Service Request module of Service-Now to see the overall development and meeting client’s requirement. * Customization and Configuration of Service Request Management, Change Management, Release Management, Problem Management, Incident Management, Service Asset and Configuration Management and Knowledge Management modules according to the Process Setup data and Functional Requirement Specifications of the client. * Integrations performed: LDAP, Web Service * Hands-on experience on Business Rules, Client scripts, Workflows, Service Catalogue, UI Policies, Transform maps, etc. * SLA Configuration, On-Call Rotation (ROTA) configuration. * Responsible for assignation of FRS and tasks to the team members depending on the difficulty level and resource capabilities. * Coordinating with process Team in terms of FRS and feasibility check. * Worked on Out-of-box and customize Reports. * Interprets ITIL standards and procedures. * Conducting work group meetings to relay management information and solicit response to work related queries. |

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| Client | Nokia Bolt |
| Duration | April 2013 – July 2013 |
| Environment | Windows |
| Role | Service-Now Developer/ Implementer |
| Responsibilities | * Worked on Service Catalog workflows, Email Notification templates * Configured Release Management and Service Reporting modules in Service Now based on client’s requirements. * Worked on Access control lists (ACL’s) * Delivered Service Now session on Release Management and Service Reporting to the new trainees. |

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| Client | EMC- USA |
| Duration | February 2013 – April 2013 |
| Environment | Windows |
| Role | Service-Now Developer/ Implementer |
| Responsibilities | * Worked on Knowledge management module of Service-Now on a functional/process role to see the overall development and meeting client’s requirement. * Understanding functional requirement specification from the client. * Converting or mapping the Knowledge articles as per the tool. * Configuring KM Users, Groups and Roles. * Relating Knowledge to the incidents for the ease of the end user. * Configuration of Knowledge Management and Knowledge Articles. * Analyze weekly data for User Insights Reports pertaining ITIL process guidelines. * Involved in meetings with the client and the developing team for smooth working of the project.  Attend management meetings to represent work group. * Conducting work group meetings to relay management information and solicit response to work related queries. * Involved in client calls to understand requirement feasibility from functional aspect. |

## Employer: GOOGLE INDIA PVT LTD (on vendor pay-roll Binary Semantics Pvt Ltd)

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| Client | Google India Pvt Ltd |
| Duration | October 2011- February 2013 |
| Environment | Windows |
| Role | Process/Functional |
| Responsibilities | * Worked on User Administration. * Configuring Users, Groups and Roles. * Assigning roles to the various Groups based on the client requirement. * Creating various graphical workflows for different modules. * Customization using Business Rules and Client Scripts. * Creating Various UI Policies and UI actions for alerting a user if a particular action is performed. * Used Import Sets to extract data from various others sources and field mapping for the same * Analyze weekly data for User Insights Report * Use of record producer to create incident |

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| Client | Google India Pvt Ltd | |
| Skill/Tools | HPA, Meta-web, Street View | |
| Environment | Windows | |
| Role | Developer/ Tester | |
| Responsibilities | * Interpret the schema and configuration files for a particular hotel sent by the partner * Attend technical calls, explains the process of Hotel Price Ads and solves technical problems of partners * Assists partner about launching and indexing process * Handles rights of disabling and blacklisting property ID’s of the partners * Identifying and tracking defects using Google Proprietary Defect tracking too * Reporting and analyzing bugs for severity and priority levels; and handle crawler issues | |
|  |  | * Manually do checks for required property ID’s |
|  |  | * To create change lists which is counted as an engineering task |
|  |  | * Automation testing through Google Proprietary Tool |
|  |  | * Interprets and assists group in resolving technical problems |
|  |  | * Provides support in troubleshooting the desired technical query of the client |
|  |  | * Provides training on certain issues related to queries |
|  |  | * Analyze weekly data for User Insights Report |
|  |  | * Checking for price accuracy through crawlers and QA crawlers |
|  |  | * Writing and executing test cases. |
|  |  | * Helping & creating test plans |
|  |  | * QA of data before going live on Google Maps |

# ACADEMIC PROFILE

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| **Degree** | **Institute / Board / University** | **Year** |
| B.A.Computer Application and Mathematics | Gargi College, University Of Delhi | 2011 |
| AISSCE (Class XII) | Summer Fields School, C.B.S.E | 2008 |
| AISSE (Class X) | Summer Fields School, C.B.S.E | 2006 |

# CERTIFICATION

1. Internal **Service-Now** Admin Certification by HCL.
2. **ITIL V3** Foundation Certification.
3. (**MCP**) Microsoft Certification in **.NET Framework 2.0** Windows based application certificate holder.
4. Microsoft Certification in **.NET Framework 3.5**, ASP.NET Application Development certificate holder.
5. **Oracle 9i**- SQL certificate holder.
6. **Oracle 10g** PL/SQL certificate holder.
7. Completed **BMC Remedy AR System 7.6 Foundation** training.

# ACHIVEMENTS

1. Awarded by **Service-Now** team for outstanding performance and leadership in the project.
2. Attended **CA Software Asset Mangement** training.
3. Attended **Right Answers** training.
4. **Awarded** in Q2 & Q4 for performance in the project.
5. Famous with a nickname “**Bug Suspicion**” given by team members for locating and fixing the bug in the system in a very short span of time.
6. College topper in **Computer Application** in the year **2009-2010** and **2010-2011.**
7. Awarded in **Gargi IT Pathfinder Award** 2010-2011 for doing research.
8. Attended **Adobe Photoshop** seminar in the year 2009.
9. Attended **Spanish Training Sessions** in the year 2008.
10. School topper in **Information Technology** in CBSE Boards.
11. Active member of **“PALNA- PRAGATI”** NGO for children and women.