



PRATIK KAWADKAR

Contact Details

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SKILLS

- Servicenow
- Servicenow HRSD
- Servicenow ITSM
- DevOps CI/CD tools: Bamboo, Jenkins, XL Deploy
- SCM tools: Git, Github, Bitbucket
- Operating system: Linux, Windows
- Containerization tools: Docker, Kubernetes

Achievements

- INSTA Award by Infosys for outstanding contribution in the execution of Projects.
- SERVICENOW PROFESSIONAL skill tag by Infosys
- “Capital Kudos”: Received appreciation from Client for resolving critical issues.
- “Rising Star”: Received appreciation badge from the Manager.

SUMMARY

An Associate Consultant with 4+ years of overall IT experience and relevant experience of 2+ years in ServiceNow Development and Administration. An avid learner and passionate about learning new technologies and implementing them to gain great business results.

WORK EXPERIENCE

Infosys Limited: Associate Consultant *Oct 2018 - Present*

Understanding customer requirements and business objectives. Providing strategic advice on using technology to achieve goals. Managing IT Initiatives and collaborating with technical staff. Collaborating with the team to work on key aspects of project deliverables.

PROJECTS

Apple Inc *Sep 2021- Present*

- Worked on email script, scheduled job, email inbound action.
- Worked on system localization, utilizing translation tables and activating plugins.
- Managing client scripts, UI policies and Script includes.
- Managed of all phases of the application Lifecycle and best practices. This Includes Requirement Gathering, Design, Development, Testing (application code and user acceptance), and Deployment.

Unilever *Nov 2020 – Aug 2021*

- Worked on Agile software development methodologies.
- Responsible for design, implementation and maintenance of HRSD solution.
- Requirement gathering, solution proposal, reviewing changes implemented within the team and migrating changes to production environment.
- Modification of various assignment rules and workflows.

Capital Group Companies *Oct 2018 – Oct 2020*

- Complete product lifecycle implementation from code-checkout to delivery using Atlassian and Digital AI tools.
- Collaborated with client teams to provide them support to create/configure projects and CI/CD pipelines.
- Implemented the automation of CI/CD pipelines using configuration as code for Bamboo and XL Deploy which helped to reduce 25% of manual work.
- Amendment of code, and maintenance on GitHub, Bit-Bucket.
- Documentation of User/Troubleshooting Guide, explaining the product.

Certificates

- ServiceNow Certified Implementation Specialist - Human Resource
- Infosys Certified ServiceNow Administrator
- Infosys Certified ITIL Foundation Associate
- AWS Certified DevOps Engineer – Professional certification (DOP-C01)
- AWS Certified Developer - Associate certification (DVA-C01)
- AWS Certified Cloud Practitioner certification (CLF-C01)
- Infosys Certified Python Associate
- Infosys Certified Global Agile Developer

EDUCATION

Shri Ramdeobaba College of Engineering and Management, Nagpur

B.E. in Electronics and Communication Engineering *May 2018*

12th – Maharashtra State Board, Nagpur

Percentage: 80.62% *Feb 2014*

10th – Maharashtra State Board, Nagpur

Percentage: 91.64% *Mar 2012*