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ARCHANA ⭐ Featured

ARCHANA

Associate Consultant seeking roles in ITIL Management,Change Management,Incident Management, Problem Management, Service Catalog Management,Project Management,Agile,Java,JavaScript, HTML5, CSS,MySQL,ITIL, ServiceNow. (Serving notice period)

Current Designation: Senior Associate Consultant

Current Company: Infosys Limited

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore

Functional Area: IT Software - Application Programming / Maintenance

Role: Team Lead/Tech Lead

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Total Experience: 4 Year(s) 3 Month(s)

Notice Period: 1 Month

Highest Degree: B.Tech/B.E. [Computers]

Key Skills: Associate Consultant,Team Lead/Tech Lead,Change Management,Incident Management,Problem Management,Service Catalog,Project Management,Agile,JavaScript,HTML5,CSS,MySQL,ITIL,ServiceNow,Rest API Integration,Service Portal,Consultant

Verified : 📞 **Phone Number** | **Email - id**

Last Active: 18-Jan-21   Last Modified: 18-Jan-21

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Summary

A Bachelor of Technology graduate with majors in Computer & Science and having 4.4 years of qualitative and rich professional experience in ServiceNow.
currently working as Sr. ServiceNow Developer (Associate Consultant) with Infosys Technology and the area of expertise includes ServiceNow, Html, CSS and JavaScript.
Configured Applications using Service-Now tool used in ITIL Management. Strong understanding of ITIL V3. Deep functional and technical knowledge of the ServiceNow platform as well as experience delivering medium to large-scale Service Now implementations.
In-depth knowledge of the technical implementation of Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management, Reporting and Integrations.
Good knowledge of ITIL processes and standards which are helpful in development, customization of the ITSM,ITBM applications, Integration with third party tool and Service Portal.

Work Experience

◉ **Infosys Limited** as Senior Associate Consultant
Apr 2019 to Till Date

Senior Servicenow developer

◉ **Accenture Solutions Pvt. Ltd.** as Cloud Migration & Imp Delivery Analyst
Sep 2016 to Apr 2019

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Education

UG: **B.Tech/B.E. (Computers)** from **West Bengal University of Technology (WBUT)** in **2016**

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IT Skills

Skill Name	Version	Last Used	Experience
ITIL, ServiceNOW	Orlando	2020	4 Year(s)
JavaScript, HTML5, CSS		2020	4 Year(s)

MySQL		2020	4 Year(s)
Windows 7 and above		2020	4 Year(s)
Geneva & Version		2020	4 Year(s)
AGILE		2020	4 Year(s)

Languages Known

Language	Proficiency	Read	Write	Speak
ENGLISH				
HINDI				

Projects

- Project Title: MacDonalds
  Client: McDonalds
  Nature of Employment: Full Time
  Project Location: Bangalore
  Role: Sr. Programmer
  Skill Used: Servicenow, Integration, Javascript, Ajax, JSON, Rest,
  Role Description: Senior ServiceNow Developer
  Project Details: McDonalds is now operating a single, standardized Service Portal that scales to meet the demands of their global footprint, provides an intuitive interface that works on any device, and allows code-free customization to address local needs quickly. As the global scope grows and changes, all modifications and changes can be made in-house with standardized OOB ServiceNow functionality.

  Duration: Apr 2019 - Dec 2020
  Onsite / Offsite: Offsite
  Team Size: 7

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time