

**Saurabh** 

SCSA Associate ServiceNow Consultant seeking roles in Application Development, Application Programming, Application Maintenance, Project Management, Incident Management, Change Management, Requirement Analysis, Solution Architecture, HTML, CSS, JavaScript

Current Location: Noida

Total Experience: 1 Year(s) 1 Month(s)

Pref. Location: Bengaluru / Bangalore, Gurgaon, Noida

Highest Degree: B.Tech/B.E. [Computer Science]

Functional Area: IT Software - Application Programming / Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Associate ServiceNow Consultant, Software Developer, Application Development, Application Programming, Application Maintenance, Project Management, Incident Management, Change Management, Requirement Analysis, Solution Architecture, HTML, CSS, JavaScript

Verified : Phone Number | Email - id

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

## Summary

IT professional with 1+ years of experience in ServiceNow Functional, Technical and development roles.

Certified ServiceNow Administrator and recently cleared Delta Exam.

Hands on experience on HTML, CSS, JavaScript etc.

Techno-Functional skills and decision making ability to provide concrete solutions.

Well-developed interpersonal and communication skills, having dealt with diverse professionals, clients & team members at global locations.

Experience in Requirements Definition, Design Analysis, and Development of Technical specifications, Custom Reports, Process Documentation, Tools Documentation, Testing and Post Production Support.

Experience working with Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Access Control Lists, Workflows etc.

Experience working with email notifications, inbound actions, reports.

## Work Experience

### Enable Professional Services as Associate ServiceNow Consultant

Jun 2019 to Jul 2020

ServiceNow Implementation - Functional and Technical Consulting

1) Processes/Modules designed, developed and implemented:

- Incident Management
- Problem Management
- Change Management (Basic Configuration)
- Service Request/Service Catalog Management
- Service level Management (SLAs)
- Knowledge Management
- Reports and Dashboards
- End to End Implementation
- Migrations of Update sets.

Key Projects Handled:

Project CASE(Customer Advisory Support By Enable)

Roles ServiceNow Developer

Responsibilities

End to End implementation and Development for Customers.  
Service Portal

Project David Jones  
Roles& Responsibilities ServiceNow Developer  
Requirement gathering and analysis of the data.  
Responsible for implementing end to end implementations like incident management.  
Created new SLA, Assignment rules, email-notifications, Reports and knowledge Management.  
Responsible for implementing end to end implementations like incident management, problem management and change management.  
Created new SLA, Assignment rules, email-notifications, Reports and knowledge Management.  
Worked on Report creation for this account and made it available for public users & depending on their requirement scheduled it as well.  
Portal Configuration.  
Worked on Record Producer creation and made it available for public users & depending on their requirement scheduled it as well.  
Implementing more than 50 Service Catalogs with different approval tasks and functionality.  
Worked on Instance upgrade and bug fixes.

Education

UG: **B.Tech/B.E. (Computer Science)** from **galgotias university** in **2019**

IT Skills

Skill Name	Version	Last Used	Experience
HTML			
CSS			
JavaScript			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent  
Employment Status: Full time