Apeksha Pathak (1) Featured

Software Developer seeking roles in ServiceNow Development,Software Development,Application Programming,Application Maintenance,Project Management,Solution Architecture,JavaScript,CSS,Classic ASP,SQL Queries,Web Services.



Current Designation: Senior Software Developer -ServiceNow Total Experience: 2 Year(s) 8 Month(s)

Current Company: Mastek Millennium Center Notice Period: 2 Months

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

Pref. Location: Mumbai

Functional Area: IT Software - Application Programming /

Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Software Developer, ServiceNow Development, JavaScript, CSS, ITIL, Service Request Management, Change Management, Business rules, Knowledge base management, Workflow, Incident Management, ITIL Framework, Web

Services, Rest, Service now developer, AWS

Verified: Phone Number | Email - id

Last Active: 31-Dec-20 Last Modified: 31-Dec-20

Summary

Goal-oriented Web Developer with strong commitment to collaboration and solutions-oriented problem-solving. Use various web design software to develop customer-focused websites and designs. Committed to high standards of web design, user experience, usability and speed for multiple types of end-users. Successful at maintaining customer satisfaction through effective customer support.

Areas of Expertise.

Work Experience

Mastek Millennium Center as Senior Software Developer -ServiceNow Oct 2017 to Till Date

Prepared test plans and test cases based on requirement documents for certain cases in snow:

- 1- Developed Knowledge Management Application for end users, where the user can take help of those documents(including videos, pdf) to solve the issues on their own.
- 2- Admin Rights:An automation process where by taking inputs from the user requetsed form(ip address, hostname, userid)will give admin rights on their system for a particular period of time.
- 3- Designed customised forms for different categories in service catalog item.
- 4- AWS integration with service-now: Currently working on integration aws instance with service-now where user will provide details of their aws instance and automation will start/stop based on their choice.

Checked client code for bugs in workflows and weaknesses using troubleshooting methods.

Designed customized notifications for end-user where they approve/reject through buttons instead of link.

Wrote scripts for clean-up task where they close the requests which are in pending state for more than a month.

Discussed project progress with customers, collected feedback on different stages and directly addressed concerns.

Carefully documented technical workflows and knowledge for education of newly hired employees.

Creation of new id in for new users(vendors).

Wrote customised inbound scripts for notifications.

Designed SLA?s, workflows for different purpose (request, incident, change).

Performed clean-up task where request an incident pending for approval or incomplete due to any reason shoul get resolved.

Worked on change module where incase of rejection a chg req shoul goto closed incomplete with a message unsucessful as it is rejected.

Mastek Millennium Center], June 2018 ? Oct 2018

Ui-Path Studio is a complete solution for application integration, and automating third-party applications, administrative IT tasks and business IT processes. One of the most important notions in Studio is the automation project.

POC: A task which involved automating a government website in which data needs to scraped filtered and saved. This involved .net functions and automation knowledge.

[Mastek Millennium Center], Feb 2018? June 2018

International Personal Finance is a project dealing with giving small amount credits to the customers through Agents. It has its presence in many countries like POLAND, MEXICO, Romania, Hungary, Czech Republic etc.

Responsibilities: Completed Focus Environment setup single handedly, Handled SQL queries involving Joins. Technologies used: VB 6.0, Classic ASP, SQL 2008, Crystal Reports, APIs [Mastek Millennium Center], India, Oct 2017 ? Jan 2018

Capita Software Services (CSS) is a leading supplier of revenues, benefits, payment management, and government and integrated housing management systems within the public sector and social housing.Marketplace. Business Rates (also known as Non Domestic Rates) is a tax on the occupation of non-domestic premises in England, Scotland and Wales. Technology: Open road, Ingres.

Education

UG: B.Tech/B.E. (Computer Science) from Mumbai University in 2016

Other Qualifications/Certifications/Programs:

micro certification agile and test management implementation

IT Skills

Skill Name	Version	Last Used	Experience
ServiceNow			
Service Request Management	Kingston	2018	2 Year(s) 0 Month(s)
JavaScript			
WEB SERVICES			
Service now Developer	Kingston	2018	2 Year(s)
CHANGE MANAGEMENT	Kingston	2018	2 Year(s)
Workflow Management	Kingston	2018	2 Year(s) 0 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English				

Affirmative Action

Work Authorization

Physically Challenged: No

Job Type: Permanent

Employment Status: Full time