

**Swati Srivastava**  **Featured**

9.5 years of total IT experience with hands on experience in ServiceNow Development.

Current Designation: Senior Consultant

Total Experience: 9 Year(s) 0 Month(s)

Current Company: Capgemini

Notice Period: 3 Months

Current Location: Noida

Highest Degree: MCA [Computers]

Pref. Location: Noida, Greater Noida

Functional Area: IT Software - Application Programming / Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: servicenow, servicenow, service now, service now, Incident Management, Change Management, Problem Management, Javascript

Verified : Phone Number | Email - id

Last Active: 20-Dec-20

Last Modified: 10-Nov-20

## Summary

8.5 years of diverse IT experience in Design, Analysis, Development & Enhancement.

Hands on experience of working as a ServiceNow Admin/Developer.

All kind of platform based scripting : business rules, client scripts, script includes, HTML, java script, UI actions, ACLs, Workflows Table, field creation and configuration. Dictionary, UI Policies, Application and Module, Email configuration, inbound actions.

Actively participated in ISO Audit and PCI Audit in Agile.

## Work Experience

**Capgemini** as Senior Consultant  
Dec 2019 to Till Date

**Wipro** as Associate Consultant  
Jul 2018 to Dec 2019

Working as ServiceNow Developer in ABB

**HCL Technologies Ltd.** as Senior Software Engineer -Application Programming  
Jul 2014 to Jun 2018

Project 1 ServiceNow- LexisNexis from Reed Elsevier, USA  
Role ServiceNow Admin/Developer  
Tools / Technology ServiceNow

Job Responsibilities Perform core configuration tasks including system policies, business rules, Script Include and client scripts.

Manage users, groups and roles

Manage data with Tables, Import Sets, and Update Sets.

Create Workflow activities and approvals. Implement new workflows that use a variety of activities to understand how records are generated from workflows

Perform migration activities Dev to QA, QA to Prod

Develop and improve user systems procedures, and prepares systems documentation.  
 Establish and maintain effective communications with customers, other technology specialists, and vendors about services.  
 Managing client scripts, UI policies, UI actions  
 Moving data in and out of an instance using import sets and transform maps and auto import of data into service now.  
 Maintain existing applications. Create code that meets system standards.  
 Migration of customizations from one instance to another instance.  
 Ongoing Maintenance.  
 Develop and manage application code, user interface  
 Develop necessary development documentation as needed e.g. technical design, developer notes, etc.

#### Project 2 LexisNexis from Reed Elsevier, USA

LexisNexis® is a leading global provider of content-enabled workflow solutions designed specifically for professionals in the legal, risk management, corporate, government, law enforcement, accounting, and academic markets. LexisNexis originally pioneered online information with its Lexis® and Nexis® services. Part of Reed Elsevier, LexisNexis Legal & Professional serves customers in more than 175 countries with 10,000 employees worldwide.

Role Software Developer

Tools / Technology Interwoven Teamsite 7.2, C#.Net, SQL Server, Visual Studio 2008, Windows XP, HTML, Javascript, CSS, Perl, VSS6.0, XSL, Livesite.

Job Responsibilities Developed the website using Interwoven Teamsite 7.2,8.2  
 Participated in requirements gathering activities interfacing with business users for gathering initial business requirements  
 Responsible for code review and validating the functionality as per business requirements  
 Responsible for making jQuery11100476291557915262\_1527594669331user controlsjQuery111008197859539886039\_1528565691793 using Visual Studio  
 Implementing the controls on the websites  
 Maintain database through Teamsite using ipls, Sql Server.  
 Handle projects with other vendor partners  
 Responsible for Unit testing post deployment in every environment to make sure that release is up to standard.  
 Share daily status of task/updates  
 Provide leadership and direction for day to day operational support  
 Own day to day production environment stability and availability  
 Proactively identify potential issues and drive resolution to avoid user impact and facilitate continuous improvement  
 Identify opportunities for improvement and make constructive suggestions for change  
 Monitor, control and manage all areas of a project phase.

#### Applied Electro Magnetics Pvt Ltd. as Software Engineer

Apr 2011 to Jul 2014

Project CEL's MSDAC, SSDAC, HASSDAC

Role Software Developer

Tools/Technology C#.NET, C, VC++6.0, Visual Studio 2008, MySQL

Job Responsibilities Provide problem-solving and technical support for Production systems and troubleshoot and provide root cause analysis.  
 Participate in version releases and application software patches  
 Test & ensure availability of critical production systems during business hours after builds, bug fixes and patching  
 Support Functional testing and UAT  
 Support implementation of new enhancements  
 Conduct analysis and do bug fixes for production incidents.  
 Carry out daily health-check activities involving application checks, system checks, and database checks and related on production systems / servers.  
 Act as a liaison between business and technology groups to facilitate communication both ways  
 Conduct stakeholder interviews to gather business requirements  
 Write complete business requirements and facilitate sign-off  
 Support tracking of bugs/enhancements/features as part of the change management process  
 Software Installation and testing

## Education

UG: **B.Sc (Maths)** from **Veer Bahadur Singh Purvanchal University (VBSPU)** in **2007**

PG: **MCA (Computers)** from **Gautam Buddha Technical University, Lucknow** in **2011**

## IT Skills

Skill Name	Version	Last Used	Experience
ServiceNow	Mardid	2019	4 Year(s) 1 Month(s)
HTML, XML		2018	2 Year(s) 0 Month(s)
JavaScript		2018	2 Year(s) 0 Month(s)

## Languages Known

Language	Proficiency	Read	Write	Speak
Hindi	Expert			
English	Expert			

## Affirmative Action

Category: General  
Physically Challenged: No

## Work Authorization

Countries: India  
Job Type: Permanent  
Employment Status: Full time