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MANDEEP SINGH ⭐ Featured

Assistant Technical Service Engineer, Seeking role in Servicenow development and ITSM process management

Current Designation: Assistant Technical Service Engineer-IT Application

Current Company: Fujitsu Consulting India

Current Location: Pune

Pref. Location: Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Business Analyst

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: servicenow,javascript,ldap,ITSM,ITIL,SSO,SQL,Business Analyst,Requirement Gathering,Gap Analysis,Techno Functional

Verified : Email - id

Total Experience: 4 Year(s) 1 Month(s)

Notice Period: 3 Months

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

Last Active: 17-Dec-20   Last Modified: 17-Dec-20

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Summary

Assistant Technical Service Engineer with 4.1 years of total experience. An articulate communicator skilled at understanding and translating client requirements into project plans and implementing them over ServiceNow instance.
4.1 years of experience in ITSM Service Now development.
Certified Service Now administrator (Updated to Newyork Delta)
.
Requirement gathering and analysis of requirements and estimating efforts accordingly.
Preparation of technical design document.
Worked in different core concepts of ServiceNow like Application menus and Modules, Business Rules, Client Scripts, Script Includes, Workflows, Notifications, SLA?s, UI Policies and data policy
Data Sources, Import Sets, Import Sets and Transform Maps
Integration (LDAP,SSO, Perspectium).
Worked on Incident, Service Catalogs , Problem , Change Request and Knowledge modules
Service Now development (Configurations and Administrations), as per the business requirement.

Work Experience

🔘 **Fujitsu Consulting India** as Assistant Technical Service Engineer-IT Application
Jul 2016 to Till Date

Roles and Responsibilities:
Service Now
FAPLRIT-Phase 2(Aug?18 ? Present)
Part of domain restructuring for FSG-FAPLRIT customer to accommodate new requirement from the customer.
Phase 2 data gathering and analysis for Problem module, Change module and Service catalogs
Change management configuration

FAPLRIT-Phase 1
Initial project demonstration to showcase what modules do we offer to the customer
Requirement gathering and data analysis for the customer
Configuration of Incident module and user?s data import using LDAP integration.

FSG-Onboarding ? Phase 2
Requirement gathering and analysis of the data
Domain created for new account with domain visibility of shared process so they can be able to use the standard offerings.
On-boarded all the foundational data like companies, locations, users, groups etc. complete User Administration.
Worked on Record Producer creation and made it available for public users & depending on their requirement scheduled it as well.
Implementing Change workflow for new customers.
Responsible for all the project related demonstrations to the customer.

NTU (Nangyang Technological university,Singapore)

Catalog Development.
Creation of Test scripts for application change module as well as for catalogs tested.

TVPHC Onboarding and Integration(UK)
Requirement gathering and analysis of the data
Domain created for new account with domain visibility of shared process so they can be able to use the standard offerings.
On-boarded all the foundational data like companies, locations, users, groups etc. complete User Administration.
Responsible for implementing end to end implementations like incident management.
Created new SLA, Assignment rules, email-notifications, Reports and knowledge Management.
Worked with transform maps, data sources and different transform scripts for data loads and 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 (Record Producer).
Have successfully completed the on-boarding from Dev environment to test.
Had given Knowledge Transfer Sessions to new users of ServiceNow for understanding the ServiceNow functionality.

FSG-Onboarding-Phase 1

Requirement gathering and analysis of the data
Testing for Incident, Problem, Change modules.
Responsible for making UAT test scripts
Performing testing for all the Onboarded data and modules like cmdb, knowledge management, notifications, Sla etc.

Education

UG: **B.Tech/B.E. (Computers)** from **YeshwantRao Chavan College of Engineering, Nagpur** in **2016**

Other Qualifications/Certifications/Programs:
Certified Servicenow Systems administrator

IT Skills

Skill Name	Version	Last Used	Experience
WINDOWS		2018	2 Year(s) 1 Month(s)
Virtualization, Sql, C, C++			
COMMVAULT			
Oracle 11g, Microsoft SQL Server 2008			
MySQL			
WINDOWS SERVER 2003			
Windows server 2008, Windows server 2012			
Service Now, VMWare Workstation			
Commvault Simpana.			
ServiceNow			

Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✔	✔	✔
Hindi				
Punjabi				

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time