NAVNEET ARORA () Featured

ServiceNow and PPM Developer seeking roles in ServiceNow, PPM,ITSM, ITBM,Oracle ,Software Engineering,Service Management,Release Management,Change Management,Requirement Gathering,Project Management,Configuration Management



Current Designation: Senior Consultant Total Experience: 8 Year(s) 0 Month(s)

Current Company: Sysintegra Notice Period: 2 Months

Current Location: Noida Highest Degree: B.Tech/B.E. [Computers]

Pref. Location: Bengaluru / Bangalore, Delhi / NCR, Pune Functional Area: IT Software - Application Programming /

Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: servicenow,ppm,oracle,software engineering,change management,service management,configuration management,agile methodology,unix,javascript,plsql,techno functional,service now,itil certified,csa,itil,HP PPM,Technical

Consultancy, agile, ITIL Framework

Verified: Phone Number | Email - id

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

Summary

- * Result-oriented professional with nearly 8 years of experience in Software Engineering, Technical Engineering in IT Industry
- 3.5 years of experience in ServiceNow Development
- * ServiceNow Certified System Administrator (CSA)
- * ITIL® Foundation Certification(V4) in IT Service Management
- Technical and Functional expertise with ITSM product (ServiceNow) and ITBM product (HP PPM)
- * Strong fundamentals on ServiceNow and HP PPM Modules
- * Strong knowledge of Basic JavaScript language.
- * Gathered and analyzed the requirements, created high level test scenarios, and executed test cases in JIRA
- * In-depth knowledge of the Technical implementation of Change Management, Incident Management, Problem Management, Service Catalog, Reporting and Integrations.
- * Skilled in providing ServiceNow Development assistance to customers including, but not limited to, form configuration, workflow administration, reporting, data imports, custom scripting, and third-party software integration.

Work Experience

Sysintegra as Senior Consultant Aug 2020 to Till Date

BPM Vision Pte Ltd as Servicenow Developer and PPM Consultant Jul 2018 to Jul 2020

- ? Designing and implementing solutions on time and within budget while delivering high quality services
- ? Developing work-flows and forms with logical operations using ServiceNow to drive business processes
- ? Assessing business needs and problem areas to create focused solutions such as yearly budget upload automation and so on; communicating with stakeholders weekly for sprint planning, status updates and effort estimation
- ? Experience working with Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, Service Catalogs, Script Includes, Access Control Lists, Update sets etc.
- ? Worked on 3rd party Integrations in ServiceNow ,Jira and HP PPM.
- ? Managing Customers and Stakeholders across the platforms and domains for successful delivery and establishing processes
- ? Implementing and enhancing ServiceNow Platform and Modules per business requirements

- ? Completing development, configuration, and workflow administration to support business processes in the platform
- ? Coordinated Service Catalog options, including two-step checkout, cart controls, and variables
- ? Developing & delivering strategies and solution for IT Service Management & Project Management including the identification of business cases, architecture, and choice of technology platforms
- ? Implementing Service Catalog, Workflows, Incident, Problem, Change Management, Knowledge Management, Release Management and so on
- ? Providing configuration update support and functionality checking within the development cycle of ServiceNow
- ? Analysing and collectively managing projects based on numerous characteristics; determining the optimal resource mix for delivery and to schedule activities
- ? Establishing and enforcing Standard Test Processes and Deliverables (including defect management and quality metric reporting) within the gated process to streamline testing and support automation and manual testing efforts
- ? Providing L2/L3 Technical Support of PPMC Environment and Infrastructure
- ? Participating in analysis, development, testing and migrations of defect fixes and minor enhancements
- ? Developing and executing comprehensive test plans assuring the overall quality of the project, including functionality, security, performance, and scalability
- ? Performing SIT and UAT for the releases with user documentation
- ? Working on User Training and Documentation including RD , TSD , FSD and manual

HCL Technologies as Technical Lead

Jan 2018 to May 2018

- * Functioned with agile delivery team worked directly with Development Team, Scrum Masters to make sure requirements are testable and complete
- Provided support to existing system and customizing ServiceNow implementation based on new requirements
- * Created notifications based on user requirements and also configured inbound email actions to create incidents or requests.
- * Perform day to day administration of the Service-Now tool Maintain business services and configuration item relationships in Service-Now tool.
- * Creates Workflow activities and approvals. Implement new workflows that use a variety of activities to understand how records are generated from workflows
- * Developed Service Catalog items based on the requirement provided by the stakeholders.
- * Gathered & analysed the requirements, created high level test scenarios, and executed test cases in JIRA
- * Worked closely with ServiceNow functional team to build requested items and tasks using workflows to manage processes from the customer to the fulfillment teams
- * Gathered requirements and converting BRD's into technical requirements; created design patterns & implementation plans for ServiceNow enhancements
- * Performed application development and maintenance, including development of new features and enhancements to existing applications through platform configuration and customization

Genpact Headstrong Capital Markets as Principal Consultant

Oct 2015 to Jan 2018

- * Participated in development and enhancement of ServiceNow applications and modules
- * Gathered requirement from stake holders for attributes needed to develop Service Catalog items.
- * Created Data Sources from various external applications, scripts to parse incoming data and transform into Service Now.
- * Develop and manage application code, user interface, and third-party integration components
- * Designed, developed, and maintained requests and workflows within the ServiceNow and PPM tool
- * Participated in Technical Design walkthrough's and Defect status calls with onshore counter parts
- Contributed in customer interaction during design, development, and testing phases
- * Validated/reviewed/guided complex deployment solutions & frameworks, creates the blueprint for large deployment solutions to meet technical challenges in deployment

Birlasoft as Software Engineer

Sep 2012 to Oct 2015

- * Development and enhancement of HP-PPM entities
- * Design, develop and maintain requests and workflows within the PPM tool.
- * Upgraded from 8.03 to 9.12; assisted in upgradation of instance from PPM version with custom objects
- * Integrated SAP project Financial Data with PPM project financial summary using PL-SQL
- * Assisted in the preparation of technical requirements, design documents, and functional specifications
- * Wrote custom PL/SQL functions & procedures to build workflow logic
- * Designed, developed, coded, tested, and debugged system software, reviewed code, and design
- * Participated in development of Portlets, JSP Reports, PL/SQL Reports and Dashboards

Education

UG: B.Tech/B.E. (Computers) from Shri Ram Murti Smarak College of Engineering and Technology in 2011

Other Qualifications/Certifications/Programs:

ServiceNow Certified System Administrator

Intoduction to Oracle 9i SQL

ITIL® Foundation Certification(v4) in IT Service Management

IT Skills

Skill Name	Version	Last Used	st Used Experience	
ServiceNow	Orlando	2020	4 Year(s) 0 Month(s)	
PPM	9.6	2020	7 Year(s) 6 Month(s)	
PL-SQL		2020	7 Year(s) 6 Month(s)	
ITIL Certified		2020	7 Year(s) 6 Month(s)	
MS OFFICE	2016	2020	7 Year(s) 6 Month(s)	
Jira Tool		2020	1 Year(s) 0 Month(s)	
JavaScript		2020	1 Year(s) 0 Month(s)	
ITSM		2020	7 Year(s) 0 Month(s)	
Techno Functional		2020	6 Year(s) 0 Month(s)	
Agile Methodology		2020	4 Year(s) 0 Month(s)	

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Punjabi				

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Countries: Australia

Job Type: Permanent

Employment Status: Full time