Mr. Vedant Ganeshrao Kurundkar

ServiceNow Developer

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PROFILE

ServiceNow Developer and Admin with over 2.5+ years of experience. Strong ability to adapt and learn quickly, staying up-to-date with the latest ServiceNow developments and best practices. Focused on delivering substantial business value through developing and maintaining custom applications, integrations, and automations.

PROFESSIONAL EXPERIENCE

ServiceNow Developer, Tata Consultancy Services(TCS) - Digital Cadre   05/2022 – present
Pune
- **ServiceNow CAD & CSA certified** professional with expertise in development and administration across instances.
- **Professional Scrum Master 1 certified**, skilled in implementing Scrum and agile methodologies to foster collaboration and adaptability.
- Experience in **ServiceNow version upgrades and patching**, ensuring system stability, security, and compliance.
- Proficient in designing and implementing **Business Rules, Script Includes, Client Scripts, UI Policies, UI Actions, Events, System Properties, and Notifications**.
- Strong ability to create and maintain **technical documentation** for ServiceNow applications.
- Extensive experience developing modules across **ServicePortal, ITSM, and Custom Applications** on the ServiceNow platform.
- Worked closely with cross-functional teams to gather requirements, define solutions, and implement enhancements.
- Skilled in **root cause analysis**, resolving bugs within SLA timelines.
- Developed automation processes in ServiceNow, reducing manual tasks by **30%**.
- Streamlined operations by defining **SLA metrics** for various modules.

EDUCATION

Bachelor of Engineering, Dr.D.Y.Patil Institute of Technology   06/2017 – 06/2021
Electronics and Telecommunications   Pune
CGPA - 7.99

SKILLS

- Agile Methodologies
- HTML5
- ServiceNow Platform
- CSS
- JavaScript (ES6)
- Problem Solving

CERTIFICATIONS

- ServiceNow Certified Application Developer(CAD)
- Micro Certification - Flow Designer
- ServiceNow Certified System Administrator
- Micro Certification - Service Portal
- Professional Scrum Master 1

PROJECTS

ServiceNow Scoped App - MartHub,
Resolving customer queries related to approvals, payment issues and order tracking for online marketplaces
Role: ServiceNow Developer
Description:

- Designed and developed a **custom ServiceNow scoped application** (**MartHub**) to streamline customer query management, specifically focusing on resolving **Approval flows** and **order tracking** for an online marketplace.
- Built a responsive and user-friendly **Service Portal** for customers to log queries related to order tracking, with dynamic forms, real-time validation, and knowledge base to enhance user experience.
- Created and customized **data models** (Payment Issues Table, Order Tracking Table, approvals) to store and manage customer queries, ensuring scalability and compliance with client requirements.
- Implemented **Client Scripts** and **UI Policies** for form behavior control, field validation, and enhanced form interactions.
- Developed **business rules** and **workflows** to automate case routing, notifications, and escalation processes, ensuring timely resolution of customer queries.
- Designed and deployed **custom dashboards and reporting** to provide stakeholders with insights into case volumes, resolution times, and customer satisfaction metrics.
- Ensured data security and compliance by implementing **role-based access controls**, encryption, and maintaining audit trails for sensitive customer information.