Simran Ohri

Servicenow Developer at Infocenter
Pune

Summary

• 2.3 years of experience in Service Now platform as both
Administrator and Developer.
• Knowledge of various ITSM modules like Incident Management,
Change Management, Problem Management & Access
Management.
• Managing users, groups, roles, business rules, client scripts, UI
policies and UI actions.
• Experience in configuration of different modules of Service Now
and creating workflows.
• Migrating updates into test & production environment
• Moving data in an instance using import sets and transform maps
• Excellent client interaction skills and proven experience in working
independently as well as in a team.
• Use SCRUM/Agile development methodologies
• Defining Service Level Agreements SLAs, notifications, and
reports.

Experience

Infocenter
Servicenow
October 2019 - Present (11 months)
Pune, Maharashtra, India

NWS Soft
Software Engineer
August 2018 - Present (2 years 1 month)
Pune Area, India

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Infosys
1 year 8 months

System Engineer
December 2016 - July 2018 (1 year 8 months)
Pune Area, India

System engineer trainee
December 2016 - June 2017 (7 months)
Mysore

Philips Lighting
Trainee
January 2016 - May 2016 (5 months)
Chandigarh Area, India

Education

Chitkara university
Bachelor of Engineering (B.E.), Electrical, Electronics and Communications Engineering · (2012 - 2016)