



# Harish Agrawal

## Technical Manager/Architect

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Hyderabad, 500081, India

### Date of birth

01-May-1989

### Nationality

Indian

## Profile

Experienced Architect with 12+ years of expertise in designing, implementing, and managing various solutions (ServiceNow, Remedy) for organizations across various industries.

With 8+ years dedicated to Service-Now implementation, I have honed my skills to become a specialist in this domain. In my current capacity as a ServiceNow Platform Architect, I am entrusted with the leadership of multiple client engagements, demonstrating my adaptability to complex industry requirements.

## Employment History

### Technical Manager/Architect at Deloitte, Hyderabad

04/2021–Present

*ServiceNow Architect [April 2023] - Present*

- Led the design and implementation of ServiceNow solutions for multiple clients, aligning with their business objectives and goals.
- Designed custom applications in ServiceNow to automate business processes and workflows and provided technical leadership and guidance to development teams.
- Conducted regular performance optimization and tuning activities to ensure ServiceNow platform stability and efficiency.
- Led the design and development of ServiceNow HRSD solutions and Integrated with systems such as Workday and SAP SuccessFactors.
- Designed and configured Employee Document Management and Integration with Linux Server to Bulk Upload Documents.
- Led the design of an Integration Framework which seamlessly connects ServiceNow with non-Snow systems, offering dynamic payload attribute mapping for both inbound and outbound integrations.
- Implemented ServiceNow Integrations with external systems using REST APIs, web services, and MID Server. Utilized IntegrationHubData Stream for huge data load.
- Designed CMDB Integrations/Data Load using ServiceGraph Connectors.
- Led Virtual Agent Implementation along with Teams Integration.
- Led implementation of Agent/Now Mobile app, Subscription Management.
- Good knowledge on Gen AI, AI Search, Predictive Intelligence.

Senior Consultant [April 2021] - [April 2023]

- Conducted ServiceNow platform assessments and health checks to identify areas for improvement and optimization.

## Certifications:

Certified ServiceNow System Administrator (CSA)

Certified Application Developer (CDA)

Certified Implementation Specialist – ITSM

Certified Implementation Specialist – CSM

Certified Implementation Specialist – HRSD

Certified Implementation Specialist – PA

Certified Implementation Specialist – Discovery

ITIL Foundation

Oracle Database 11g: SQL Fundamentals I

## Skills

ServiceNow Development

ServiceNow - ITSM

ServiceNow - CSM

ServiceNow - HRSD

ServiceNow Custom App

ServiceNow Integration

Virtual Agent

UI Builder

Workspaces

Process Automation Designer[PAD]

Service Portals

Event Management

Performance Analytics

Windows/Unix/Linux

Angular/Javascript/HTML/CSS

BMC Remedy

Oracle PL-SQL/MYSQL

Apache Tomcat

- Implemented ITSM Modules in many client instances and enhanced Major Incident Module and integrated with Twilio for sending SMS.
- Led multiple ServiceNow CSM implementation projects, collaborating with clients to understand their customer service requirements and objectives.
- Developed customer service portals and knowledge bases to empower customers and improve self-service capabilities.
- Delivered ServiceNow training sessions and workshops to end-users and administrators.

## Technical Lead/Architect at IBM, Hyderabad

09/2017–03/2021

- Led team(12) of ServiceNow developers/ testers/ Operational engineers and was responsible for platform development/operations.
- I have worked in both ITSM/CSM ServiceNow where i led implementation of Change Management, Incident Management, Problem Management, Knowledge Management, Service Catalog, CMDB, SLAs, Reporting, and Integrations.
- Developed Many Customized ServiceNow Application right from scratch with help of Client Scripts, UI Policies, UI Actions, Script Includes, Business Rules, workflow, flow designer, notifications, UI actions, reports and Data Import/Export.
- I have done many SNOW-SNOW integrations, SNOW-3rd Party Integrations.
- Hands on Experience on Performance Analytics which includes Indicators/Breakdowns/Widgets/Dashboards.
- I took care of Upgrading, Patching, Cloning and also handled Hi Portal Interactions.

## Developer/Senior Developer at Verizon Data Services India, Hyderabad

06/2011–08/2017

- Maintained and Customized Remedy Helpdesk and Change Management using Remedy workflow objects such as forms, active links, active link guides, filters, filter guides and escalations.
- Involved in performance tuning of AR system which has significantly improved the health of AR server performance at the highest level.
- Developed PL/SQL code to repair data and perform mass updates to underlying Remedy tables. Also created many functions/procedures/packages/triggers to use them from Remedy.
- Created Angular Application for Remedy front end.
- Started learning ServiceNow and worked as developer.

## Education

**B. Tech, Hindustan College of Science and Technology, Uttar Pradesh Technical University, Agra**

07/2007–05/2011

## Links

[LinkedIn](#)

## Languages

English  
Hindi

## Hobbies

Playing Table Tennis, Badminton, Cricket