Dhyanendra Singh Gurjar

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Career Objective

I have around 10 years of experience and 7 years is in ServiceNow. I am specialized in CSM, HRSD, ITSM, Integrations, service portal. Looking for an opportunity to level up my technical and professional expertise.

Employment Details

Working as **Senior Technical Consultant** with **Plat4mation** from Feb 2023

Worked as **Lead Consultant** with **ITC Infotech** from March 2021 -Feb 2023.

Worked with **Column Technologies** from Dec 2018- March 2021 as a ServiceNow Consultant.

Worked with **TATA Consultancy Services** from June 2015 to Dec 2018 as Remedy /ServiceNow.

Skill Set

- **IT Service Management (ITSM):** Demonstrated expertise in implementing and maintaining ITSM solutions, ensuring optimal operational efficiency and alignment with business objectives.
- **SaaS Platforms & ServiceNow**: Proven ability to harness the capabilities of ServiceNow and other SaaS technologies to streamline workflows and elevate service delivery.
- **Digital Transformation Leadership:** Committed to guiding and supporting clients in their transformative journey by delivering tailored technical solutions and fostering adoption
- **Development & Programming Aptitude**: Proficiency in performing development tasks, contributing to technical solution design, and coding when necessary to drive innovation.
- **Integrations:** Implemented multiple API based integrations (REST/SOAP), B2B integrations between ServiceNow and other ITSM tools.
- Extensive hands-on experience of working with script-based ServiceNow components such as business rules, script includes, client scripts, UI pages etc.

Professional Experience

Responsibilities at Plat4mation:

- Certified CSM Implementation specialist.
- Upgraded client's CSM instance from Utah Version to Washington version.
- Upgraded client instances from San Diego to Utah Version.
- Designed and configured ServiceNow CSM modules to streamline customer inquiries, requests, and case management workflows.
- Performed third party integration to leverage CSM capabilities which includes integration with SAP.
- Created different case types based on different departments.
- Implemented flow designer using sub flows and created custom actions.
- Utilized Automated test framework.
- Worked on widgets, portals using HTML, CSS and Angular.

Responsibilities at ITC Infotech:

- Worked as lead ServiceNow developer.
- Worked as mentor for juniors.
- Reviewing codes and implementing ServiceNow best practices.
- Gathering requirements with stakeholders and providing solutions.

- Automated processes via third party integrations.
- Worked on Inbound and outbound REST API integrations.
- Achieved multiple awards like 'Pat on the back', 'The dependable', 'Count You In' etc.

Responsibilities at Column Software Solutions:
- Working with Team members and developers to develop solutions and changes.
- Involved in client meetings, requirement gatherings, solution remediation.
- Owned requirements and developed them from scratch.
- Worked on implementing catalogue items, record producer, order guides.
- Created and configured Business Rules, UI Policies, UI Actions, Client Scripts and ACLs.

Responsibilities at TATA Consultancy Services:
- Worked on Java technology as a developer.
- Worked on deployment of changes on live environment.
- Hands-on experience on ITSM tool BMC Remedy.
- Supported the development and analysis of customer requirements and assisted with development of user stories.
- Performed application testing
- Collaborated with members of project teams to ensure successful, technically sound projects are completed on time.

Certifications
- Certified System Administrator
- Certified Implementation Specialist – **Customer Service Management**
- Certified Implementation Specialist – **HRSD**