

# Ishan Bajaj

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## Summary

- Experienced ServiceNow Solution Designer, Lead Developer and Technical Lead with 13.5 years in IT, including over 10 years of hands-on ServiceNow expertise across multiple modules.
- Skilled in designing, developing and delivering end-to-end solutions with a strong focus on automation, integration and platform administration.
- Worked with global clients for different Industries including Telecom, Banking, Shipping and Retail sectors including onsite experience in Germany.
- Experienced in both On-Premise and Cloud-based ServiceNow implementations.
- Strong communicator & collaborator with a track record of aligning technical delivery to business needs.

## Core Skills

- **Platform Expertise:** ITSM, CSM, FSM, ITBM, Workspaces, Custom Applications
- **Solution Designing:** Designing scalable and maintainable ServiceNow solutions along with clear documentation.
- **Integration & Automation:** REST/SOAP APIs, Middleware, Migration
- **Development Skills:** Business Rules, Script Includes, Client Scripts, ACLs, SLAs, Flow Designer, Scheduled Jobs, Scoped Apps, Import set, Transform Map & Scripts
- **Leadership & Governance:** Code reviews, Quality checks, Team mentoring, Established Guidelines & Best Practices
- **Platform Lifecycle:** Upgrades, Deployments via App Repository, CICD Pipeline (GitLab)
- **Project Management:** Agile & Sprint Framework, Jira, Confluence

## Certification

- ServiceNow Certified System Administrator (CSA)
- ServiceNow Certified Application Developer (CAD)
- ServiceNow Certified Implementation Specialist (CIS) - ITSM, FSM, CSM, Discovery
- ITIL V4 Foundation

## Professional Experience

### ServiceNow Technical Lead / Solution Designer / Lead Developer

- Led end-to-end design and implementation of ServiceNow solutions for global enterprise clients.
- Worked with business users to gather requirements, analyze gaps and convert them into technical designs.
- Built integrations with third-party & legacy systems using REST/SOAP APIs to improve efficiency.
- Performed platform performance tuning and optimization to ensure scalability and efficiency.
- Documented the impact of customizations and encouraged the use of standard OOTB processes with minimal customization.
- Conducted code reviews and enforced code quality standards across the development team.
- Handled upgrades and patching to keep the platform on the latest supported (n-1) version.

- Delivered scalable solutions across modules including ITSM, FSM, CSM, Data Segregation and Custom Applications.
- Mentored team members and provided support for complex implementation.
- Oversaw the full software development lifecycle from requirement gathering to deployment.
- Developed & presented PoC solutions to demonstrate ServiceNow capabilities and assess feasibility.

### **ServiceNow Integration Specialist**

- Led integration strategies between ServiceNow and legacy/on-prem applications using REST APIs.
- Hands-on expertise with various integration types and technologies – SSO SAML 2.0, CAIMAN Azure AD Integration, 3<sup>rd</sup> Party Tools (CA-SM, PSL, RPA, TMF621, CISCO, Eyeshare, Ebonding, OneIO)
- Integrated telecom apps via TARDIS middleware with end-to-end CI/CD setup using GitLab under Stargate/Spacegate.
- Worked on interface design and documentation.
- Coordinated with external vendors for end-to-end testing and issue resolution.

### **ServiceNow Developer & Administrator**

- Good knowledge of CSM Module.
- Worked on FSM Module including lifecycle, Dynamic Scheduling, Manual/Automatic Qualification, Offline data, Agent Mobile App, Maintenance Plan, Time Recording.
- Worked on CSM/FSM Workspaces, SoW, UX Lists, Declarative Actions and Flow Designer.
- Customized ITSM modules and configured Email Notifications, UI Policies, Scheduled Jobs & ACLs.
- Experienced in building Catalog Items, Record Producers, Order Guides and Catalog Workflows.
- Built Custom Apps, SLAs, Rules, Notifications, Reports and Dashboards per business needs.
- Skilled in Import Sets, Transform Maps/Scripts, Forms, Tables and data load activities.
- Strong understanding of different script types in ServiceNow and their execution order.

### **Work Experience**

- ServiceNow Experience (10 Years)
- Remedy Experience (3.5 Years)

### **Organization Experience**

- T-Systems India Pvt. Ltd (Senior Lead) | Oct 2020 - Present
- Cognizant Technology Solutions (Infra Dev Specialist) | Jan 2018 - Oct 2020
- TCS (IT Analyst) | Mar 2014 - Jan 2018
- Maersk (Software Engineer) | Nov 2013 - Mar 2014
- Unisys (System Engineer V) | Jan 2012 - Oct 2013

### **Education**

- MTech, BITS Pilani (Rajasthan) | BE, RGPV University (MP)
- HSC, CBSE Board (MP) | SSC, CBSE Board (MP)

### **Personal Profile**

Date of Birth: 02 Feb 1989

Gender: Male | Languages: English, Hindi

Marital Status: Married | Nationality: Indian