

PRAHLAD KUMAR

ITOM | ITAM | ITSM | SERVICENOW

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Career Objectives

To leverage my extensive IT experience and technical expertise in a challenging role within a dynamic and innovative organization, where I can contribute to achieving strategic goals and driving growth while continuously developing and refining my skills.

Professional Summary

- ServiceNow Certified **ITOM & ITAM Expert** with 8+ years of hands-on experience in End to End Implementation (Greenfield), Development, and Operational (Brownfield) Projects.
- 7.5 years of experience as an ITOM (Discovery, Service Mapping Event Management Orchestration), CMDB, ITAM (HAM, SAM), ITSM, CSM, Custom applications, Service Portal designs, and Integrations in ServiceNow.
- Good exposure and understanding of the ITIL4 Business process.
- Implementation of ITOM and ITAM in the way of Discovery, CMDB, Event Management, Service Mapping, Pattern Design, Service Graph Connector, Integration, Customized Reports & dashboard, Classification of CI, Reclassification, Monitor CMDB Health, CMDB Data Source, Tool Automation, Reconciliation.
- Collaborate with various stakeholders with a team to evaluate requirements, design, develop, implement, and maintain high-quality technical solutions.
- Perform in-depth research and root cause analysis to identify sources of production issues for reporting the outcome to business management.
- Strong technical and analytical skills to generate innovative ideas to meet customer needs and resolve application problems.

Technical Skills

- IT Infrastructure: (ITOM, ITAM & ITSM Tools):** ServiceNow ITOM (Discovery, Service Mapping, Event Management, Orchestration), CMDB, ITAM (HAM, SAM) Pro, ITSM, Development, Flow Designer, Integration Hub, Incident, Change, Problem, HRSD Management.
- Scripting:** Client Script, Server Side Script, Workflow, Integration, Custom Application, and Service Catalog.
- Cloud Discovery:** Azure, AWS, GCP, Kubernetes.
- Databases:** MySQL, SQL Server, Oracle
- Programming Language:** Proficient in (Core Java + Advance Java), HTML5, CSS, React JS, Angular JS
- Framework:** Hibernate, Spring, JPA, Bootstrap.
- Additional ITOM / ITAM / ITSM Tools:** Eracent, Vivantio.

Professional Experience

ServiceNow Technical Lead - (ITOM / ITAM), Tech Mahindra (Kolkata)

"May'2024-Present"

Project Title: ITOM & ITAM Implementation & Management

As a Technical Lead working with the client, stakeholder and team, understand the business Requirements, involve in planning and designing, Sprint planning, Estimation, and providing solutions. Responsible for project lead, and delivering the customer requirements. Specialized in IT Operations Management (ITOM) implementation and management, I bring comprehensive expertise in leading end-to-end ITOM initiatives, from initial planning through deployment and ongoing optimization.

- Integrating ITOM solutions (Discovery, Service Mapping, Event Management, and Orchestration) with IT Service Management (ITSM) platforms like ServiceNow, ensuring streamlined workflows and enhanced service delivery.
- Enhanced CMDB data accuracy by **30%** through **CSDM Framework** implementation, reducing incident resolution time by **40%** and maintained and all Configuration Items are up-to-date.
- Proven ability to implement and maintain accurate CMDBs, aligning with ITIL best practices, ensuring data integrity and supporting service impact analysis.
- Used Service Mapping to connect business services with underlying IT assets, providing a clear view of service dependencies.
- Ability to ensure continuous updates of service maps and CMDB, aligning them with changes in infrastructure, thus supporting dynamic business needs.
- Design the Pattern, creating custom Probe sensors and scripting on Windows shell to validate the credentials.
- Maintained the Configuration Items and modified the forms and form sections.
- Leveraging the Discovery, CMDB, and Service Mapping to drive operational efficiency, reduce downtime, and improve service delivery.
- Participate in daily/weekly meetings with business and stakeholders to highlight improved or degraded metrics of CSAT score, errors and performance issues. (**Performance Tuning**)
- Plan and manage team members for application support for daily and weekly releases to ensure smooth deployments. (**Team Management**)

Senior Software Developer (Technical Lead) - (ITOM / ITAM / ITSM) FidelSoftech (Pune)**"June'2023 to April'2024"****Project Title:** ITOM, ITAM & ITSM Implementation & Management (Tech. Lead)**Client:** 1. Hitachi Systems (Japan)

2. Fujitsu (Japan and Americas)

3. Beisia Supermarket (Japan)

As a Technical Lead working with the client Led end-to-end **implementation for 3 global clients**, understand the business Requirements, involve in planning and designing, Sprint planning, Estimation, and providing solutions. Responsible for project lead, and delivering the customer requirements.

- Implemented ITAM & ITOM solutions in ServiceNow, leading the design, implementation, and ongoing management of ITOM (Discovery, CMDB, and Service Mapping) ITAM (HAM, SAM). Participates in the planning, designing, and implementing of the Service Model in CMDB to ensure visibility across the infrastructure environment.
- Configure and customize ServiceNow ITOM and ITAM modules to meet specific business needs, including workflow automation, data normalization, reporting, and dashboards.
- Used agile methodology by having a status call with the client as well as with a fellow team.
- Create and maintain technical documentation, including design documents, configuration guides.
- Design the Pattern and scripting on Windows shell to validate the credentials.
- Integration with third-party tools using REST web services.
- Deployed robust ITOM framework and aligning technology solutions with organizational objectives.
- Fixed staleness and other errors in "CMDB Health Dashboard". Also set "Health Inclusion Rules" to limit the health stats of specific classes on the dashboard.
- Work with various stakeholders and CI data owners to ensure the quality of the CMDB data is maintained and all Configuration Items are up-to-date.

Senior Software Developer - (ITOM / ITAM / ITSM) CBSI Global (Bangalore)**"Sept. 2022 to June'2023"****Project Title:** ITOM, ITAM & ITSM Implementation & Management (Tech. Lead)**Client:** 1. IBM (Bangalore)

2. ANZ Bank (Australia and New Zealand Bank),

As Senior Software Developer working in **CBSI Global** for the client Company. Implemented and Managed all aspects of ITAM (HAM, SAM), ITOM (Discovery, CMDB), and ITSM Processes, Inbound, and outbound Operations, CMDB Operations, Customized Reports and dashboard, Classification of CI, Reclassification, Discovery N&P, Monitoring CMDB Health, CMDB Data Source, Discovery, Tool Automation, Reconciliation, Creating a Catalog, Assets, Responsible for Purchase order creation, procurement & tracking of complete IT Assets for Unlicensed Products and Non-compliance.

- Participates in the planning, designing, and implementing of the Service Model in CMDB to ensure visibility across the infrastructure environment.
- Used agile methodology by having a status call with the client as well as with a fellow team.
- Work with various stakeholders and CI data owners to ensure the quality of the CMDB data is maintained and all Configuration Items are up-to-date.
- Analyze the Business Requirements, and processes and take action to provide effective solutions.
- Maintained an up-to-date inventory of hardware, software, and network components, and provided accurate and actionable information for IT management.

Senior Consultant - (ITOM / ITAM / ITSM) DigiToWork (Hyderabad)**"January'2020 to Sept. 2022"****Project Title:** ITOM, ITAM & ITSM Implementation & License Management**Client:** 1. Conduent (Hyderabad)

2. GSOC (Georgia),

3. Capgemini (Hyderabad)

As Senior Consultant working in DigiToWork for the client Company. Created a Catalog and assets, Responsible for Purchase order creation, procurement & and tracking of complete IT Assets for Unlicensed Products and Non-compliance. (CISCO, AUTODESK, VERITAS, NVIDIA).

Operations, CMDB Operations, Customized Reports and dashboard, Classification of CI, Reclassification, Discovery N&P, Monitoring CMDB Health, CMDB Data Source, Discovery, Tool Automation, Reconciliation, Creating a Catalog, Assets, Responsible for Purchase order creation, procurement & tracking of complete IT Assets for Unlicensed Products and Non-compliance.

- Implementing and Managing all aspects of ITAM (HAM, SAM) ITOM, and ITSM Processes, Reconciliation, Client / Server side script, Creating a Catalog, Assets, Responsible for Purchase order creation, procurement & and tracking of complete IT Assets for Unlicensed Products, and Non-compliance.
- Analyzed the Business Requirements, and processes and took action to provide effective solutions.
- Enhanced CMDB health to 99% accuracy, ensuring completeness, correctness, and compliance.
- Actively monitored ITOM health, ensuring proper discovery, event management, and automation of operational processes.

- Reconcile the Data in CMDB and verify all attributes in the CMDB. Audit the change log, and verify with the data owner. Managing the procured license and validating the entitlement. User assignment and un-assignment from the asset.
- Remediate the asset and asset disposal. Creating the Process steps of identifying the assets and recovering the assets from the off-boarded user.
- Conducted periodic audits to detect discrepancies, ensuring compliance with corporate policies, software licensing agreements, and regulatory standards.
- Collaborated with IT support and change management teams to ensure minimal service disruptions and effective handling of IT assets during changes. Worked closely with network teams, security teams, and procurement, finance, and compliance departments to ensure a streamlined ITAM process.
- Designed and maintained custom reports and dashboards for IT asset tracking, compliance monitoring, and management insights.
- Engaged with vendors and suppliers to ensure proper contract negotiation, renewals, and compliance with agreed terms and SLAs.
- Used agile methodology by having a status call with the client as well as with a fellow team.
- Work with various stakeholders and CI data owners to ensure the quality of the CMDB data is maintained and all Configuration Items are up-to-date.
- Analyze the Business Requirements, and processes and take action to provide effective solutions.
- IT procurement & Invoice processing, IT assets life cycle disposal.
- Work with various stakeholders from different Store Locations and CI data owners to ensure the quality of the CMDB data is maintained and all Configuration Items are up-to-date.
- Maintained an up-to-date inventory of hardware, software, and network components, and provided accurate and actionable information for IT management.

Web Developer & Designer - TruSoft Technology (Forbesganj, Bihar)

"Sept. 2017 to Nov. 2019"

As a Web Developer Position, I interacted with multiple clients to understand the Project requirements.

- Created a dynamic Multipurpose website, E-Commerce, Marketing, Shop, and Business website using PHP, MySql, and WordPress, and integrated a Razorpay & and Paypal payment gateway for accepting payment.
- Deployed and maintained websites on the server.
- Optimized website performance for better SEO and user experience (UX/UI).
- Integrated third-party APIs and services to enhance website functionality.

Certifications

- ServiceNow Certified Implementation Specialist (CIS)-Discovery Certification (Mainline)
- ServiceNow Certified System Administrator (CSA) Certification (Mainline)
- 5 Micro Certification
- ITAM (HAM and SAM) Certification - Udemy.

Education

- **B.Tech, A.K.U University (MBIT Forbesganj, Bihar), Ahmedabad** **"August'2015 to Sept. 2019"**
Computer Science and Engineering - Consistent 7.43 CGPA.
- **I.Sc.(Math), Forbesganj College Forbesganj (B.S.E.B Patna), Bihar** **"March'2010 to April'2012"**
Intermediate of Science - Scored 60.6%

Aim in Life & Achievements

- Long term vision for life is to serve society.
- To be a part of top-level management.
- Pat on the back award for client appreciation of delivering tasks before deadline.