

SHUBHAM PALIWAL

Senior Lead Consultant - Technology

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Summary

To work in a professional & challenging environment where I can utilize my skill and provide an opportunity to learn where in my qualification and qualities will be assets.

Work experience

Senior Lead Consultant - Technology

Nov 2022

Virtusa Consulting Services

- REST API Integration, 3rd Party Integration & ServiceNow Custom Application Development.
- Development of various ITSM & ITIL processes i.e. Incident, problem, Change, SRMS, Knowledge etc. As per the ITIL standards and depending upon the customer requirement.
- Working on Service Catalogs, Catalog Client Script, Workflow, SLA, UI Policies, UI Action.
- Solution Design for Integration & App development related to ITSM & CSM Module.
- Working on Business Rules, Script Include, Client Script, Reports, Dashboards, Schedules Jobs.
- Working on CSM Development - Case Management Portal and forms Development.

Infra Technology Specialist

Apr 2021 - Nov 2022

Cognizant Technology Solutions

- ServiceNow(ITSM, CSM) and TOPdesk (ITSM) tool development & API integration.
- Worked on CSM Admin & Development activities, contacts, account, forum related task.
- Working on Action management, Action Sequence, Mail action, Events, Webhook.
- Working on Forms, Services, Reports, Widgets, Dashboards.
- REST API creation & setup for 3rd party tool

Cloud Service Ops & Quality Technician

Oct 2017 - Apr 2021

PTC (Parametric Technology Corporation)

- Development of various ITIL processes i.e. Incident, problem, Change, SRMS, Knowledge etc. As per the ITIL standards and depending upon the customer requirement.
- Worked on Service Catalogs, Catalog Client Script, Workflow, SLA, Client Script, UI Policies, UI Action.
- ServiceNow Admin activities and Development of end user portal using content management capabilities provided by Service-Now.
- Hands on experience on various ServiceNow scripting language like Client Script, Script Includes, UI script, Business Rules.

Project Engineer

July 2015 - Oct 2017

Wipro Limited

- Creating Web API using NXQL Query and Nexthink Integration Using NET, C# & SQL Server
- Worked on Putty & Winscp to fetch file data & Analysis of server logs and troubleshoot the error.
- Developed Console and Windows Application using C#, ASP.NET, ADO.NET, LINQ, PowerShell and Creating Batch File & Scripts for generating automated reports.

Education

MCA

2012 - 2015

Rajiv Academy for Technology & Management Mathura, Affiliated to Uttar Pradesh Technical University, Lucknow. 74.35%

BCA

2009 - 2012

Rajiv Academy for Technology & Management Mathura, Affiliated to Dr. B.R. Ambedkar University, Agra 67.71%

XII

2008 - 2009

Amar Nath Vidhya Ashram Mathura, CBSE Board, 65.16%

X

2006 - 2007

Amar Nath Vidhya Ashram Mathura, CBSE Board, 53.20%

Skills

ServiceNow (ITSM, CSM & Integration), Java script, ITIL

Logic monitor, Zabbix, Catchpoint, Sum logic, AppDynamics, WinSCP, Autosys, Clearcase

SQL Server, Oracle 10g & 11g

Window-XP/7/8.1/10, Linux/Unix

C#, Asp.Net, Ado.Net, HTML

Strength

- Always interested in taking Initiatives.
- Learn new thing & technology very quickly.
- Perform activity & Task within given Timeline.
- Easily Managed any type of work in systematic way

Certifications

- Mainline Certification - CSA
- Micro Certification in Performance Analytics.
- Micro Certification in Flow Designer.
- Micro Certification in Integration Hub.
- ServiceNow: Basic Administration Certification from LinkedIn
- SQL Certified Course from Wipro.
- ASP.NET Certified Course from NIIT

Hobbies

Riding Bikes, Appreciating Music, Surfing Internet, Playing Cricket & Video Games

Language

English

Hindi