



BACKGROUND

- ✓ 20 years' IT industry work experience
 - 6 years as Technical Architect of ServiceNow
 - 8 years as Technical Architect/SME of MicroFocus & BMC Infra Products
 - 6 years as SME of Oracle, SQL Server, COGNOS & Crystal Reports
- ✓ Technical Panelist for L1 & L2 Interview Empanel
- ✓ Conducted Employee Appraisal & Discussions with Leadership

RELEVANT EXPERTISE

- ✓ ITSM
- ✓ Technical Architecture
- ✓ ITOM
- ✓ CSM
- ✓ Custom App Development
- ✓ Mobile App Development
- ✓ 3rd Party Integrations
- ✓ Portal & ServiceNow Upgrade

INDUSTRY EXPERIENCE

- ✓ Telecom
- ✓ Insurance
- ✓ Energy
- ✓ Banking & Finance

NITIN KUMAR

ServiceNow ITSM, ITOM, CSM, Integration, Portal, Custom & Mobile App Architect

COMPETENCY

Architectural

- 12 years as Architect on ServiceNow & MicroFocus tools
- Conduct requirements gathering workshop with core Functional team(s) to capture and fit business need within technical solution build
- Prepare High & Low-level solution design (HLD & LLD) and implementation workshop with core technical team(s) for POCs, Feasibility test & workarounds
- Conduct Code Reviews and guided the Development team in best coding practice.
- Coordinate Test team for getting SIT done and defect fixing with Development team
- Conduct User Acceptance Testing with Functional team and signoff for Production go-live
- Conduct technical demos & build SOP documents for steady state team and signoff for successful handover
- Focus over discussion on continual improvement of past deliveries in ServiceNow Modules

Technical

- Leveraging Best practices, ServiceNow vanilla implementation of ITSM, ITOM, CSM, Custom as well as Mobile App, Integration & Service Portal projects
- In-depth exposure to REST API, JavaScript, Angular JS, ServiceNow code components i.e. Business rule, Client script, Workflow, Script include, UI as well as Data Policy, UI action and Email inbound/outbound scripts
- Implement ServiceNow Multitenant Domain Separate Instance
- Implementation of ServiceNow ITSM modules i.e. Now Mobile Incident, problem, change, knowledge, SLM and Service Portal
- Implementation of ServiceNow ITOM modules i.e. Discovery, CMDB, Event Management and Service Mapping
- Implementation of ServiceNow CSM module i.e. Case Management

TOOLS & TECHNOLOGIES

- ✓ ServiceNow
- ✓ BMC & MicroFocus Tools
- ✓ Cognos & Crystal Reports

DATABASES

- ✓ Oracle & SQL Server

SCRIPTS

- ✓ JavaScript
- ✓ Angular JS
- ✓ XML
- ✓ HTML
- ✓ Groovy Script
- ✓ VBScript
- ✓ Batch Script

CERTIFICATION

- ✓ ServiceNow Micro-Certification - Performance Analytics Essentials
- ✓ ServiceNow Micro-Certification - Predictive Intelligence
- ✓ ServiceNow Micro-Certification - Integration Hub
- ✓ Intermediate Service Operation
- ✓ ITIL 2011 V3 Foundation

TRAININGS ATTENDED

- ✓ Flexera FNMS, Apr'2018
- ✓ Symphony Summit, Jul'2017
- ✓ UCMDB, Jul'2015
- ✓ Informatica, Jan'2011
- ✓ Unix Fundamentals, Sep'2010
- ✓ COGNOS, Jan'2009
- ✓ Oracle Database, Jun'2007

TRAININGS CONDUCTED

- ✓ BMC Discovery, Jan'2014
- ✓ MS Excel Fundamental, Aug'2013

WORK EXPERIENCE

TTEC DIGITAL as Architect Oct'2022 Till date

- Co-ordination with Onsite lead, internal team and customers
- Requirement gathering, Problem Analysis & finding resolution
- Create Email inbound scripts to convert clients' mail
- Work on issues/enhancements received as Agile stories
- Create Business rules, UI Policy & other technical components
- Implementation of Mobile App and Service Portal
- Troubleshooting of existing REST & SOAP based Integrations
- Single Sign-on & Azure AD Integration

INFOGAIN INDIA PVT LTD as Architect Aug'2021 - Sep'2022

- Analysis of Change Management OOB vs Customized
- Migration of Legacy Service desk application to ServiceNow
- Implementation of CSM & ITSM
- ServiceNow Instance upgrade from Quebec to San Diego
- Implementation of Self-Service Portal
- Implementation of Knowledge Management & report Dashboard

WIPRO LTD as Architect Oct'2016 - Aug'2021

- Requirement gathering, Mobile App build & SMS Integration
- Integration of ServiceNow with CyberArk Vault, Digilocker
- ServiceNow Instance upgrade from Orlando to Quebec
- Analysis of skipped logs in ServiceNow upgrade
- Interaction with Domain teams for Discovery's prerequisites, Monitoring tools teams for event's prerequisites and Application teams for Service Mapping
- Implementation of BMC Discovery in client site, traveled to UK
- Implementation of MicroFocus UCMDB, SiteScope & OMI
- Troubleshoot & issue fixes of AssetManager & Connect-It, traveled to UAE

ACHIEVEMENTS

- ✓ Clients Appreciations
- ✓ Saved \$1M Penalty
- ✓ PATH Best Employee
- ✓ Fidelity You have Earned It
- ✓ Accenture ACE Award

STRENGTH

- ✓ Effective Communicator
- ✓ Be Positive & Never Die
- ✓ Quick Learner
- ✓ Problem Analysis & Resolution

METHODOLOGY

- ✓ Agile
- ✓ waterfall

CONTACT

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LOCATION: Noida, Uttar Pradesh, India

PASSPORT: Validity up to 14-July-2027

WORK EXPERIENCE...CONTD

ACCENTURE SERVICES PVT LTD as Architect Oct'2011 - Oct'2016

- Implementation of SACM using MicroFocus UCMDB, AssetManager, Connect-IT and Service Manager along with integrations with MicroFocus OMI & NNMI to manage CMDB of 5 Business Units with 10000+ CIs for client in Malaysia
- Requirement elicitation & analysis, design & development
- Work with pre-sales team for Infrastructure solutions POC & RFP
- Client Assets, Contract, Purchase request & Invoice data maintenance in MicroFocus AssetManager & Connect-IT
- For KT, visited USA and Implementation as well as Hyper care, visited Malaysia & Philippines

HEWLETT PACKARD GLOBALSOFT LTD as Developer May'2011 - Oct'2011

- MicroFocus AssetManager application & data maintenance
- Build MicroFocus Connect-IT integration scenarios

FIDELITY INVESTMENT as Developer Aug'2006 - May'2011

- Database component writing i.e. SQL & PL/SQL
- Customization in MicroFocus AssetManager i.e. Portfolio, Procurement, Costcenter & Admin modules
- Build MicroFocus Connect-IT integration scenarios
- Creation of ad-hoc and scheduled reports
- For KT, visited USA and connects with onshore team on issue fixes and requirements elicitation

PATH INFOTECH LTD as Developer Nov'2003 - Aug'2006

- Database component writing i.e. SQL & PL/SQL
- Reconciliation of I-Loan application data & report to leadership

EDUCATION

INDIRA GANDHI NATIONAL OPEN UNIVERSITY, NEW DELHI

2005 MASTER of COMPUTER APPLICATIONS

INDIRA GANDHI NATIONAL OPEN UNIVERSITY, NEW DELHI

2005 ADVANCE DIPLOMA of COMPUTER APPLICATIONS

INDIRA GANDHI NATIONAL OPEN UNIVERSITY, NEW DELHI

2002 BACHELOR of COMPUTER APPLICATIONS

APTECH COMPUTER EDUCATION, MUMBAI

2001 ADVANCE DIPLOMA IN SOFTWARE ENGINEERING

DOEACC SOCIETY, NEW DELHI

2001 'O' LEVEL