



Gopal Joshi

ServiceNow Architect

ServiceNow Architect with more than 12 Years of experience -Proven expertise in implementing and optimizing ITIL processes within the ServiceNow platform. Deep knowledge of ServiceNow modules, including ITSM, ITOM, ITBM, HRSD, CMDB, Discovery, Service Portal, VRM, and Performance Analytics. Strong background in process automation, leveraging ServiceNow Orchestration and integrating with third-party systems. Expertise in designing and implementing robust and scalable ServiceNow solutions.

WORK EXPERIENCE & PROJECTS

Contact

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Address
Karnatak Puram Makeri, Almora

Education

2003-2004
Matriculation
V H S S Almora

2005-2006
Senior Secondary
A I C Almora

2006-2009
Bachelor of Computer Application
Amrapali Institute Haldwani

2009-2012
Master of Computer Application
Institute Of Management Studies

SKILLS

- ServiceNow
- ITSM
- ITOM
- ITBM
- HRSD
- CMDB/ Discovery
- Service Portal
- GRC(VRM)
- Rest API/ Third Party Integration
- HTML/ CSS
- JavaScript /Angular JS

● 08/2024- Present

Coforge Ltd
ServiceNow Architect

Leading the design and architecture of ServiceNow solutions, ensuring they align with business requirements and best practices.

09/2022 - 08/2024

Trianz Holdings Pvt. Ltd
Senior Team Lead-ServiceNow

Project Title- WESCO International

Team Size - 8

Module- ITSM, ITOM, HRSD and Service Portal

Responsibilities -

- Worked on custom flow, ITSM module and Third party integration
- Response for code review, peer review and release management
- Managed instance cloning and instance upgrade activity
- Involved in requirement gathering, understanding the client requirement and reviewing the overall project development and documentation.
- working closely with client and analyst in effectively translate business requirements into functional design

● 03/2021 - 09/2022

Condé Nast Technology Lab
Senior Developer ServiceNow L3

Project Title- Condé Nast Traveler ServiceNow (multilingual)

Team Size - 6

Module- ITSM, Discovery and Service Portal

Responsibilities -

- Worked extensively on Implementation, Customization and Maintenance of ITIL modules such as Incident, Problem and Service Catalog in Service-Now
- Used ACL's for controlling the security mechanism in Service-Now
- Load data Using Transform map, a map to determine relationships between fields displaying in an Import set to fields in an existing service-now table
- Created custom widgets & customized the OOB Widgets, Pages and Themes as per requirements Designed Service Portal pages
- Responsible for requirement gathering, understanding the client requirement and reviewing the requirement documents.

● 10/2018 - 03/2021

Accenture Services Pvt Ltd
IT Operations Specialist (TL)

Project Title- Bristol Myers Squibb and Celgene

Team Size - 12

Module- ITSM, VRM, Performance Analytics and third party integration

Responsibilities -

- Responsible for access control, security, minor enhancements such as form or workflow editing
- Responsible for gathering requirements and customizing Business Service Catalogs for both organizations from the scratch.

WORK EXPERIENCE & PROJECTS

CERTIFICATES

- Certified System Administrator
- Certified Implementation Specialist -ITSM
- Certified Application Developer
- Certified Implementation Specialist -HRSD
- Micro Certification - Flow designer, PA and HR

LANGUAGES

- English (Full Professional Proficiency)
- Hindi (Native or Bilingual Proficiency)

INTERESTS

- Surfing-net
- Travelling
- Cooking
- Cricket
- Movies

PERSONAL DETAILS

PAN- ALGPJ7694A

Father's Name- Mr. T D Joshi

D.O.B- 28-June-1989

Marital Status- Married

Nationality- Indian

Reference- Available on request

- Created and Maintained foundation data - User Accounts, Roles, Approvers, Support Groups, Sites, Production Categorizations, and Templates Involved in providing the design solution, technical methodologies and processes solution to meet the customer requirements.
- Manage and coordinate activities during the overall project development life cycle Involved in working with process owners to develop workflow, implement the workflows in Service Applications and administer the tools and enhanced requests by java script Involved I Agile methodology for daily SCRUM sessions and project tracking status
- Team handling/ Release management / Project review and KT
- Responsible for maintaining and growing data held within Service Now such as our users, service catalog items.

● 01/2016-10/2018

HCL Technologies Ltd (01/2016 -06/2017)

Lead Engineer

Bechtel India Pvt. Ltd(07/2017- 10/2018) Internal Transfer From HCL

Software Analyst

Project Title- Bechtel Corporation ServiceNow

Team Size - 12

Module- ITSM, Service Portal and Integration

Responsibilities -

- Implemented, documented and maintained the Service-Now platform to meet specific business needs to support ITIL and business processes.
- Developed operational requirements documentation and train operational staff to maintain solution.
- Performed ServiceNow portal development.
- Worked on the defects post upgrade and fixed the defects.
- Configuration of Email Notification and Alerts to notify users about specific activities in the system such as updates to Change and Problem requests.
- Involved in integration, testing, and deployment of the application.

● 05/2014-01/2016

Evon Technologies Pvt. Ltd

Software Engineer

Project Title- Personalabs.com

Team Size - 4

Module- Wed Development

Responsibilities -

- Involved in developing the application using ASP.Net C# and SQL.
- Involved in integration, testing, and deployment of the application.
- Participated in requirement gathering, understanding the client requirement and reviewing the requirement documents.
- I have been involved in coding and bug fixing of the CRUD operations.

● 07/2012-05/2014

smartData Enterprises

Software Engineer

Project Title- Renderlogy

Team Size - 5

Module- Wed Development (.NET 4.5, MVC, C#, SQL SERVER 2008, jQuery)

- Responsibilities - Involved in developing the application using ASP.Net C#.
- Involved in integration, testing, and deployment of the application.
- Participated in requirement gathering, understanding the client requirement and reviewing the requirement documents.
- Involved in table creation and writing procedure.

