KISHOR KALASKAR

ServiceNow Technical Architect

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ABOUT ME

I have over 16 years of IT experience, including 10 years in ServiceNow Development and Implementations. I manage end-to-end ServiceNow project delivery across modules like ITSM, ITBM, WSD, and CSM, with a strong track record in successfully implementing integration and migration projects. As a technical architect, I provide tailored solutions for complex requirements, ensuring they align with ServiceNow best practices for long-term sustainability and scalability

EDUCATION

Master of Computer Management
SSPU Pune University - 2007

Bachelor of Science in Chemistry
SSPU Pune University - 2005

AREAS OF EXPERTISE

- ServiceNow ITSM Solution Consultant
- Pre-Sales Demonstrations
- Leadership and Escalation Management
- Complex ServiceNow solutioning
- Platform health management
- ServiceNow upgrade
- Team Management
- IT Management

WORK EXPERIENCE

ServiceNow Technical Architect at Accenture Solution Pvt. Ltd.
November 2022 – Present

November 2022: UK-based FMCG customer.
Role: ServiceNow Technical Architect

- Modules implemented ITSM, CSM, HRSD, WSD, ATF & Virtual chat
- 34-member team to run assurance and enhancement
- Architecting and designing ServiceNow solutions to meet business requirements, ensuring scalability, performance, and adherence to best practices.
- Collaborating with stakeholders to understand business needs and translate them into technical requirements.
- Documenting architectural decisions, design patterns, and solution configurations to facilitate knowledge transfer and maintain system documentation.
- Facilitate communication and collaboration with clients and their technical teams as necessary, ensuring a smooth exchange of information and alignment of objectives throughout the project lifecycle.
- Providing technical leadership and guidance to development teams, ensuring alignment with architectural standards and best practices.
- Designing and implementing integrations with other systems and applications to enable seamless data exchange and process automation.
- Ensuring compliance with ServiceNow platform governance policies, security standards, and regulatory requirements.
- propose integration with other tools whenever it's feasible, aiming to enhance functionality and streamline processes for optimal performance
- Planning and executing platform upgrades, including testing, validation, and deployment of new features and enhancements.
- Identifying performance bottlenecks and optimizing ServiceNow configurations to enhance system performance and scalability.

ServiceNow Solution Consultant at ITONE Information Technologies Pvt. Ltd.
April 2021 – November 2022

- Responsible for Requirement Gathering, understanding customer requirements and responsible for correct transfer to the team after converting into technical language
- Conducting Due Diligence, performing a gap analysis and designing the solution for all ITSM processes
- Design a solution to bridge the identified GAP(s) considering Industrialized ITIL best practices
- Review deliverables to ensure business requirements are met
- Managing End-to-End ServiceNow-based projects as per Agile Methodologies.
- Implemented ServiceNow modules and customized existing modules, supporting ServiceNow
- Support Incidents/Tasks assigned as part of BAU and Enhancements as part of User Stories
- Create/customize the workflows based on the requirement for Change & KM modules
- Worked on tables, UI policy, UI actions, Data policy, business rules, Client Scripts, Worked on alerts/notifications, ACL's, update sets and import sets
- Supported ServiceNow integration using SOAP, REST web services, import sets, transform maps
- Plan and execute ServiceNow version upgrade with minimum time.
- Involving in vendor demos for customer solutions

Associate Manager – ServiceNow Solution Consultant at Burckhardt Compression (India) Pvt. Ltd. June 2011 – April 2021

- ServiceNow Business Analyst - Completed ServiceNow Implementation, and Enhancement and currently responsible for Administration, Development, and changes for ITSM
- Responsible for developing and reviewing basic client Scripts, UI Policies, business rules, etc.
- ITSM Lead – As an ITSM Lead I have strong communication, collaboration & team building skills with proficiency at grasping new technical concepts quickly and productively utilising the same. I have been part of many in-house projects to guide & assist the project team in understanding & mapping requirements, helped in designing solutions, documentation, owner for driving all Customer communications etc. Responsible for Proper Coordination with the Business Finance team, IT Management, and Vendors for handling change management as per ITIL standards within Projects. Responsible for IT Budgeting and Invoicing
- Contributing to overall process simplification, fostering collaboration, and improving agility of service delivery
- Process Consulting - As a Process Consultant I have curated ITSM Processes like Incident Management, Problem Management, Change Management, Knowledge Management, Service Request & Hardware Asset Management. ITIL V3 Foundation & Service Operations certified. Responsible for Report Analysis, Risk Identification and Mitigation
- Project Management- Managing a complete portfolio of IT projects including budgeting, planning, vendor selection and execution with follow-ups, scrum calls and conflict management. Responsible for the preparation of business cases, project cost estimates, global RFPs, vendor selection, vendor proofs of concepts, finalization of SOPs, contract negotiation and every activity till deployment

IT Executive at Haier Appliances (INDIA) PVT. LTD. Sept 2010 – June 2011

- Knowledge of User Administration, Role Administration
- Creating and maintaining authorization and Roles including Single role, Composite role and derived role
- Guide single, composite, and derived roles via PFCG
- Create and release transports
- Manage user administration utilizing SU01 and SU10 (mass changes) in creating, copying, deleting, locking, unlocking users and provisioning roles
- Utilize SE16 and SUIM to retrieve various data, Utilize SU24 to enable, and disable security checks
- Generate transports for security to move profiles and roles to the proper clients
- User creation and assignment of roles
- Central User administration and Managing user login parameters and password parameters

ERP Functional Consultant at PCSOFT ERP Solutions Pvt. Ltd. Jan 2008 to Sept 2010

- Customer Business Process Analysis and Making Software Requirement Specification (SRS) Document
- Preparation of the Test Data & Test Cases for Functional Testing
- ERP System Implementation and Support for all modules
- Creation of new Users and assigning proper authorization
- Training to the coordinator and end users on site and off-site (through Web, Telephone)
- New Module testing and mapping in production environments
- Prepare test plan as per functional document and create test plan

Kishor Kalaskar

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