

# Utkarsh Singh

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## Summary:

A Passionate Learner having 8.5 years of total IT experience who likes to share knowledge gained through stages. A developer who's good at debugging and troubleshooting. Experience in development and integration in ServiceNow with the accordance with best practices of the platform. Possess great verbal and written communication skills. Recognized multiple times by the Business Owners for the proactive measures implemented for the health of the application.

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## Experience:

Company	Designation	Tenure	City	Country
Capgemini	Manager	30 <sup>th</sup> Aug 2023 – Present	Noida	India
Accenture	ServiceNow Consultant	29 <sup>th</sup> Jan 2022 – 29 <sup>th</sup> Aug 2023	Noida	India
Birla Soft	Senior Software Developer	19 <sup>th</sup> Oct 2020 – 21 <sup>st</sup> Jan 2022	Noida	India
Infosys	Associate Consultant	18 <sup>th</sup> May 2019 – 9 <sup>th</sup> Oct 2020	Melbourne	Australia
Infosys	System Engineer / Senior System Engineer	14 <sup>th</sup> Sep 2015 – 17 <sup>th</sup> May 2019	Hyderabad	India

## Achievements:

- Participated in ServiceNow Hackathon for GenAI.
- Get Help All Hands award for contribution in Project Automation tasks (May 2020).
- Infosys -Telstra award for contribution in transition from legacy to strategic API's (April 2020).

- Infosys Achiever's Award for the Best Team (April 2018).
- Infosys Outstanding rating for each year end evaluation since joined the company.

### **Technical Skill Set:**

- **Languages:** JavaScript, HTML, CSS, Angular JS - Intermediate.
- **Software Application:** ServiceNow, Splunk, JIRA, Confluence, Salesforce - Beginner.

### **Certifications:**

- ServiceNow Certified System Administrator
- ServiceNow Certified Implementation Specialist – Customer Service Management
- Attended Infosys Technical Foundation and Stream based training in Mysore and completed with a CGPA of 7.3 out of 10.

### **Areas of Exposure in ServiceNow:**

- GenAI, OOTB Agile module, App engine studio, Workspaces, Dynamic language translations.
- ServiceNow mobile experiences, flow designer, Employee Center, Surveys, Document intelligence in ServiceNow.
- CI/CD- Continuous Integration & Delivery, Incident, Problem & Change management.
- Web Service Integration - OAuth Profile Setup Outbound Rest Messages Scripted REST API
- OOB Widgets Portal Pages Performance Analytics
- Fix Scripts Background Scripts Events Script Actions Data Policies
- Knowledge Management Service Request Management.
- Form Layouts and List Layouts Applications and Modules Tables and columns creation.
- List Control and Calculations View Rules UI Policies
- Client Scripts UI Actions and UI Messages, Advanced Work Assignment Automated Test Framework
- Email Notifications Business Rules Script Includes
- Import sets, transform maps Update sets & Team Dashboard Scheduling Jobs
- Access Controls and Debugging User Roles and Groups Scheduling Reports
- Activity Designer Approvals using Workflows Service Catalog Items
- Variables & Variable Sets Record Producers
- GlideAPI's : GlideDialogWindow, GlideUser(g\_user), GlideRecord, GlideAggregate, GlideDate, GlideTime, GlideDateTime

### **Roles and Responsibilities Contributed:**

**Manager (Aug 2023 to Present): Noida**

1. As part of my role I got an opportunity to work on estimation process of RFPs where we estimated the new requirements giving the client high level solution, modules to be used, resource loading and integration impacts with other systems from ServiceNow.
2. Got opportunity to develop and participate in Hackathon conducted by ServiceNow for GenAI.
3. Worked on the end to end delivery of stories related to Integration, ITSM & PPM modules for the client.
4. The stories once developed by the peers I used to perform the high level code reviews.
5. My responsibility also includes conducting L1 interviews for my unit in Capgemini and provide feedback.

**ServiceNow Consultant (Jan 2022 to Aug 2023): Noida**

1. High level solution of the epic based on BA and functional walk through.
2. Development & Unit Testing of the Epic/Story.
3. Fixing defects if any raised in ST or UAT environment.
4. Helping team with analysis or with solutioning of the story.
5. Perform POC of any new feature provided by ServiceNow like CI/CD recently.
6. Cloning & upgrades of instances based on the latest releases from ServiceNow.

**Senior Software Developer (Oct 2020 to Jan 2022): Noida**

1. CSM Implementation from scratch in ServiceNow Environment.
2. CSM Data Model B2B (Business to business customers) implementation.
3. Case creation and Assignment.
4. OOB CSM Portal and widgets customization

**Associate Consultant (May 2019 to Oct 2020): Onshore (Melbourne)**

1. Discovery and Workshop for the requirements gathering.
2. Convey the feasibility of the built to the client.
3. Prepare a robust solution which can be reusable in the terms of build.
4. Provide Walkthrough to the build team for the solution being proposed.
5. Proactively monitor and highlight the performance of the production.

6. Implement the Change through Deployment.
7. performing PVT and communicate to the Business about the Change.

### **System Engineer / Senior System Engineer (Sep 2015 to May 2019): Hyderabad**

1. To build the proposed solution.
2. To manage the System Integration Issues if any during the build and Test phase.
3. To assist the fellow developers and subordinates for any issues encountered.

## **PROJECTS:**

### **Project 5 Capgemini (IT4IT Aug 2023 – Present)**

Project which aims to deliver combined IT services for under one roof using ServiceNow platform for its employee's, vendors etc. We were able to achieve this using ServiceNow's ITSM, Integrations, SPM modules of ServiceNow. Worked on the demand modules changes, Agile modules, transform maps, emails accounts (SMTP & POP3), etc. We had integration of ServiceNow with other systems like Reflex, SCCM to get the data which was used in customer issue resolution.

### **Project 4 Accenture (Unify Jan 2022 – Aug 2023)**

BAU project with customized solution of CSM and ITSM where I am working as senior developer in the project. We have web services integrations from SNOW to different systems via scripted rest API's.

### **Project 3 BirlaSoft (Bunge CSM Nov 2020 – Jan 2022)**

SNOW CSM implementation from scratch in B2B model. We followed this project from pre-sales till the delivery. Implementing CSM solution for the client with OOB Case creation and assignment via different modes.

### **Project 2 Infosys (Get Help May 2016 – Oct 2020)**

ITSM implementation was done for the client with enhancement as per requirement. I was part of the team of 10 members which is divided into sub-teams.  
I was one of the developers for this project.

### **Project I Infosys (SecOps: May 2019 – Aug 2019)**

I was part of a team with 8 members and was in collaboration to meet the requirements of the client. Features and Stories were assigned to my regard.

Qualification:

Qualification	University/College	Year	Percentage
B. Tech	Jaypee Institute of Information Technology, Noida.	2015	71
XII	Sant Atulanand Convent School, Varanasi (UP).	2010	84.5
X	Sant Atulanand Convent School, Varanasi (UP).	2008	89.4

Personal Details:

Name : Utkarsh Singh  
Gender : Male  
Date of Birth : 11<sup>th</sup> July 1992  
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