HARSHWARDHAN PATIL

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Pune, India 411017

Passport

T9543949

Personal Information

Date of Birth: 06/23/1990

Skills

- Green field implementation
- Configurations, Customizations, and Integrations
- Solution Designing
- Project Estimating

Education And Training

01/2012
B.E. Computer Science:
P.R. Patil College OF Engineering
Amravati

01/2008
HSC:
Mahatma Gandhi Mahavidyalaya
Ahmedpur

01/2006
SSC:
Bharat Vidyalaya
Buldana

Websites, Portfolios, Profiles

- https://www.linkedin.com/in/harshwardhan-patil-1278b069

Languages

Marathi: First Language

English: C2

Summary

- Certified Technical Architect (ServiceNow).
- Harshwardhan has 11.6 years of IT experience with 9.6 years on ServiceNow platform.
- 3.5+ years of experience of working as a ServiceNow Architect
- Currently working as a Solution Architect at DXC Technology.
- Responsibilities mainly include closely working with the customers and designing the solutions using the best practices.
- Has expert knowledge of configurations, customizations, and integrations in ServiceNow.
- Has helped the customers in green field implementations.
- Modules worked on - ITSM, HR, CSM, Integrations, Custom Applications, Instance upgrading to new versions.
- Has experience in working with pre-sales team

Certifications

- Certified Technical Architect
- Certified Application Developer
- Implementation Specialist - Software Asset Management
- Implementation Specialist - Vulnerability Response
- Implementation Specialist - Human Resource
- Certified System Administrator
- C-DAC

Experience

DXC Technology - Solution Architect
Pune, IN
10/2021 - Current
Client – Equiti Group
- Conducting workshops
- Solution designing
- Green field implementation [ITSM, CSM]
- Omni channel implementation
- Case Types implementation
- CSP portals and Virtual Agents
- Entity wise branding
- CRM data migration

Client - Vision Bank

- Green field implementation [ITSM, SAM, KB, Employee Center]
- Conducting the workshops with the customer
- Designing the solutions for the requirements

- Project work estimating
- Planning for the project delivery and deployment of the phases
- Setting up the BAU team

Client - Uniper

- Managed Services - ITBM
- Managed Services - HRSD
- Virtual Agent implementation
- Designing the Virtual agent flows with the client and implementation.

T-systems India Pvt Ltd. - Senior Consultant
Pune, IN
09/2020 - 10/2021
Client - Internal

- **Project - Case Management** - Migrating Service desk from SM9 to SNOW
- Implementing the Case Management module of CSM
- Designing the relevant solutions using best practices, preparing the requirements sheet, finalizing the state transition model which best suites to the customer's requirements
- Importing the KB articles to ServiceNow from Best Guide and creating templates.
- **Project - JEDI Interface** - Integration between ServiceNow and JEDI
- Designing end to end solutions.
- Designing the generic solution for all the APIs
- Setting up a deployment process for the project
- Custom module - Event Subscriptions
- Integration Hub.
- **Project - CMDB maintenance**
- Maintaining the CMDB
- Deciding the positions of the new attributes in the CMDB hierarchy
- Maintaining the Identification and reconciliation rules.

Globant India Pvt Ltd. - Specialist Engineer
Pune, IN
12/2017 - 08/2020
Client: Inter-American Development Bank

- Project: IDB - ServiceNow Takeover
- Implementation of HR Service Management
- Implementation of Employee hiring System
- HR Service catalogs
- Field Level Encryption to secure the important data of new hires
- Integration of ServiceNow with SAP

Shiksha Infotech Pvt. Ltd. - Sr. Software Engineer
Pune, Maharashtra
03/2016 - 12/2017

- **Client: Syngenta**
- Project: Infrastructure Services
- Implementation of Infrastructure Services, ITSM
- Developing Client scripts, UI policies, Business rules, Email notifications,

workflows, inbound actions, Service catalogs

TechMahindra Ltd - Software Engineer
Pune, Maharashtra
07/2013 - 03/2016

- **Client: AT&T**
- **Project: Tools automation**
- ServiceNow ITSM implementation
- Support in Incident Management, Change Management and Problem management
- **Project: Apache-B**
- Responsibilities: Requirement gathering and analysis
- Developing auto resolution scripts in Unix shell
- Configuring the eDART scripts with AOTS remedy
- Deployment of the scripts on eDART production server.