

NILADRI GANGULY CSM

ServiceNow Application Specialist

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ServiceNow application specialist with 6.10+ years of experience with an eye to detail approach and quest for learning looking out to explore the latest technology platforms with an experience in System Analysis ,development Implementations, platform transitions,functional & automation testing and platform upgrades & Product Owner roles . I have a good understanding of various stages of SDLC projects from inception to its completion. I had opportunity to work on multiple technologies and with well known clients from various domains such as automotive, BFSI , Life Sciences and storage. I consider my self well suited for projects which require a dedicated individual with expertise in quality analysis, leadership and handling clients/Stakeholders on a daily basis.

EDUCATION

BE(ECE) | Anna University, Chennai

Aug 2013 - Jun 2017

EXPERIENCE / INTERNSHIP

Associate Consultant | Capgemini

Feb 2018 - Jul 2021

Business Analyst & (SDET)- ServiceNow

IT Application Specialist | Danskeit and Support Services India Pvt Ltd

Aug 2021 - Nov 2023

ServiceNow Business Analyst , Implementation Specialist and Platform Test Manager

Senior Engineer | Commonwealth Bank of Australia

Nov 2023 - Present

ServiceNow Implementation Specialist , Business Analyst & Test Lead

SKILLS (TECHNOLOGY / FUNCTIONAL)

ServiceNow ITSM, HRSD, GRC, Secops, PSM | Python | JavaScript | SmartBear TestComplete | Selenium Webdriver | ServiceNow ATF | Functional Testing | Requirement Analysis | Azure Devops | Agile Methodologies | Test Automation | Source Code Mgmt & Continuous Integration Tools | Problem Management | Oracle SQL | Service Now Implementation Specialist | Service Portal and Catalog Management | Jenkins | Cloud testing | Postman | Stakeholder Management | Client Relationship Management | Product Management | Strong Communication | Process Improvement

PROFESSIONAL ENHANCEMENTS

CERTIFICATION

Business English Certificate - Vantage (Cambridge ESOL)
Certified Scrum Master (CSM)- Scrum Alliance
ITIL V4 Foundation Certified - Peoplecert Axelos
Certified Cloud Security Professional (CCSP) - ISC2
Automation Practitioner Analyst Certification- Capgemini
Python Programming Specialization Certification
Agile Software Development Certification
Microsoft Azure Certified
ServiceNow Certified

AWARD

>Outstanding Contribution in Delivery Team Award – 2018- For showing exemplary skills and contribution for delivering a large feature rich testing solution.
>Team of the Quarter Award 2019 - Shared along with 2 other members. Selected by expert panels among competition with many projects.
>Customer Delight Award- Aug'20
>Outstanding Performer Appreciation- Q4 2020

EXTRA-CURRICULAR

Volunteering

- Active in hosting all account level events and organize parties
- Key presenter of external Client demo for Engineering services client visits for Coca-Cola, SJM, DAKO and CNHI accounts
- Working on CSR initiatives

Languages

English
Bengali
Hindi
Tamil

PROJECTS

Onestop- ServiceNow Platform

Nov 2023 - Present

Role - ServiceNow Business Analyst, Test Lead and Implementer
Environment- ServiceNow , Javascript,ATF, Automatepro, Coupa, Fieldglass, Selenium Webdriver

Activities:Requirement Gathering ,Development, Requirement Analysis, Functional and automation Testing, Platform Upgrade, Product management, Core implementation

Roles as Implementation Specialist & Test Lead

- > Started on the project as the Dev & Test lead for ITSM and PSM team
- > Good understanding of GRC, SIR, Vulnerability Response, TPRM, PSM modules
- > Handled the end to end Platform upgrade to Vancouver both as a technical specialist and also as a Test manager
- > working on automation of integration scenarios using Selenium Webdriver
- > Owning the Now platform upgrade process ,planning and communications with cross functional teams and conducting UAT.
- > Requirement gathering and formulating acceptance criteria
- > Facilitating the agile ceremonies for the team
- > Created POC of automated testing using Automatepro for the integration with Coupa for end to end flow testing.
- > Creation of playbooks using Process automation developer
- > Creation of Test strategy, test Plan and automation scenario segregation
- > Worked on multiple custom applications and integrations with Workday, Logmerescue, Flexera, Oracle, Phantom , Qualys etc
- >Mentoring/Conducting demos on Servicenow best practices/newly implemented modules and implementing domain specific case management solutions in the platform.
- > Experience in creating reports & dashboards using ServiceNow Performance Analytics
- > Good handson in activities related to creation & configuration of Forms, roles,profile, notification, page layouts,Workflow,Flowdesigner, Importset, Updateset, SLA, ACL etc
- > Working on oncall support for SNOW team.

Roles as BA

- > Partnering with business stakeholders & cross-functional teams to gather requirements, design solutions, and implement enhancements in support of multiple Servicenow Improvement initiatives across ServiceNow IRM , Procurement, Compliance , IT security & ServiceMangement teams.
- > Creating high quality detailed user stories that translate business needs into technical details for the development team with clear Acceptance Criterias
- > Documenting workflows and results of business analysis and obtaining sign-off (UAT) from users on specifications.
- > Experienced in the System Development Life Cycle(SDLC) processes including client requirement analysis and system design in ServiceNow , SAP ,Coupa (SAAS platforms)
- > Understanding the long-term business objectives and suggesting strategies to meet those objectives, introducing innovations to business processes through technology if appropriate.
- > Maintain current knowledge on the updates in ServiceNow and recommends upgrading to maintain efficient operation.
- > Support regression and integration testing
- > Developing POCs and conducting workshops to demo and gather Cross functional teams feedback.

- > Facilitating the Agile ceremonies of the teams and conduct the Sprint Planning
- > Groom the Product Backlog as and when needed.
- > Working with Stakeholders to identify target use cases for automation

SOLVEIT | Danske Bank

Aug 2021 - Nov 2023

Client: Danske Bank

Role: ServiceNow Application Specialist and Platform Test Manager

Environment :ServiceNow, Javascript, ATF, AutomatePro, BitBucket

Activities: Requirement Analysis, Functional and automation Testing, Platform Upgrade, Product management, Core implementation

Danske Bank is 150+ years old leading Nordic Bank headquartered in CPH. For more than 150 years, it has helped people and businesses in the Nordics realize their ambitions. It serve them at four business units: Banking DK, Banking Nordic, Corporates & Institutions and Wealth Management.

In addition to banking services, Danske offers life insurance and pension, mortgage credit, wealth management, real estate and leasing products and services., Working on Solveit (ServiceNow) on-premise application used across the Bank.

Involved in Platform upgrades, Implementation, Requirement analysis, Testing and Communication

Project details

Worked on multiple custom applications for Case management for different domains/tribes of the bank like

AFCM- Asset Finance Case Management

AML - Anti Money Laundering

GC - Group Compliance

CRS - Control Room Systems

CI - Compliance Investigation

PSCM - Physical Security Case Management

> Good understanding of the ITSM domain Incident, Problem, Change, Request, Service Catalog modules

> Started on the project from ITSM and worked from scratch in the HRSD and GRC implementation

■ > Good understanding of the CMDB and discovery part along with the ITAM space

> Good understanding of the HRSD module from Case management to Agent workspace

> Involved in testing all phases of Risk and Controls, Vulnerability and Secops modules with end to end Integration with 3rd party systems like Phantom

> Worked on multiple custom applications and integrations with Workday, Logmerescue, Flexera, Oracle, Phantom, Qualys etc

> Mentoring/Conducting demos on ServiceNow best practices/newly implemented modules and implementing domain specific case management solutions in the platform.

> Experience in creating reports & dashboards using ServiceNow Performance Analytics

> Good hands-on in activities related to creation & configuration of Forms, roles, profile, notification, page layouts, Workflow, Flow Designer, Importset, Updateset, SLA, ACL etc

> Experience in working in GRC on the Policy & Compliance, Risk Management & controls side.

Role as Test Manager

> Handling all the testing activities across the squads for ServiceNow Platform

> Maintaining module wise tests in the Test Management 2.0

> Performing in Sprint testing of Stories and developing ATFs (automated tests) for inScope functionalities

> Software Test Planning and Execution

> Identification of all automation scenarios and implementation and maintaining Suites for execution during regression

> Working with all Stakeholders and identifying current issues on system and fixing and involve them in the UAT.

> Involved in Requirement Analysis, formulating test requirements and ATF (automated tests)

> Testing all the major releases of projects, custom applications releases

> Testing the APIs and integrations with 3rd party systems

Roles as PO/BA-

> Parallelly backfilling the PO/BA role for IRM Squad handling stakeholders, Consultants, internal developers, and facilitating all the Agile ceremonies for the team and providing testing signoffs for all the delivered requirements.

> Setting up process from scratch in ServiceNow meeting the stakeholder requirements along with meeting ServiceNow best practices & platform capabilities

> Requirement gathering and creating acceptance criteria for the demands submitted

- >Reviewing the demands with the Platform Architects and other POs and deciding the architectural impact and approving the demand for intake/development.
- >Facilitating all the Agile ceremonies for the team i.e. daily scrum call, Sprint planning, refinement and retrospective sessions.
- >Working with all Stakeholders and identifying current issues on system and fixing and involve them in the UAT.

Roles as Technical Implementer-

- >Developing ATFs and creating schedules for execution
- >Working on Service Catalog and record producers
- >Good understanding of Business rules, workflows, ACL, Flowdesigner, notification, Rest API, Events, scheduled jobs etc
- >Created POC using AutomatePro to automate the update set deployment process across the instances
- >Created BitBucket repository for applications and ATF backup and currently working on migration of repository to Github
- >Currently involved in SECOPS implementation and Qualys Integration
- >Responsible for Platform cloning , upgrade and handling Stakeholders
- >Assigning and working on Skipped records review during upgrade
- >Troubleshooting platform issues and moving update sets to Production for release

Roles during Production support & monitoring-

- >Execution and fixing of ATFs
- >checking the failed ATFs and creating issues for potential defects
- >Monitoring and reporting system issues based on App dynamics metrics and event alerts
- >Supporting On call on the Infrastructure part for Snow team and resolving SNOW related issues/Incidents.

Service Now Platform Transition

Jul 2020 - Jul 2021

- Client:Toyota Motor North America
- Role: Platform lead Analyst
- Environment :ServiceNow, Javascript, ATF

Activities: Requirement Analysis, Functional and automation Testing, Process setup, Platform upgrades

- TMNA is a leading name in the Automotive Industry, partnered with Capgemini for transformation and maintenance of its Service Management Platform (ServiceNow- One Toyota Service Platform)application used across the Organization

- Working as Service Now Platform and Portal lead Analyst
- Started on the project from scratch and worked on setting up ITSM process from Transition from BMC remedy
- Handled End to end Servicenow platform upgrade

>Leading a team of 5ppl including 3 dev and 2 tester

- Software Test Planning and Execution
- Identification of all automation scenarios and implementation
- working with all SMG team and identifying current issues on system and fixing
- Involved in Requirement Analysis, formulating test requirements,

creating new test cases and maintaining all the test scripts.

> Specialised knowledge on ITSM modules and Service catalog

- currently involved in Automation Environment Setup using the **Automated Test Framework(ATF)**
- . Responsible for holding all client meeting with the Dev, Test, Client

SME and SMG teams on the current system challenges and solutioning

QM Automation

Jul 2019 - Jun 2020

Client:Abbott Informatics

Role: Test Engineer

Environment :TestComplete, Javascript,Test Execute, VSTS, Azure

Activities: Test Automation, fixing and execution

Abbott is a leading name in the Healthcare Industry, partnered with Capgemini for Automation of its Informatics solution, **LIMS -LABORATORY INFORMATION MANAGEMENT SYSTEM** application used worldwide across various spheres

- Contributed in The Project from day 1
- Well versed with Keyword driven framework
- Automated 250+ Requirements in a short span of 3 months

- End to end Functionality and requirement gathering and Analysis
- Independent Validation and script development from scratch using **Javascript** With **TestComplete**
- Creation and execution of end to end automation workflows
- Interacting with Client on daily basis updating on project Status and discussing and implementing Technical challenges and solutions
- Creating and Updating User stories on The **Azure StoryBoard**
- Identification and creation of new testing scenarios and TCs.
- Script execution using **SmartBear TestExecute** and fixing during support phase

Freestyle GS Automation

Jul 2018 - May 2019

Client:Coca-Cola Company

Role:Test Engineer

Environment: Embedded System, Windows CE, QNX, Mobile apps(IOS,Android)

Activities :Test Automation, fixing and execution

Description

Coca-cola has partnered with Capgemini on developing, maintenance and testing of softwares which are running on different Platforms. The project is on Agile methodology

- Analysis of test case for automation/manual segregation
- Automation and fixing of scripts in **Python**
- Execution of automated testscripts
- Performing Build Verification Test across every release
- Independent functional verification and validation of Coca Cola Dispenser applications.
- Mobile application testing based on IOS and android
- Performing phase by phase tests i.e. acceptance test, system design by system and integration test, programs by program and module tests.
- Testing the API s using **Postman**
- Testing the OTA update using **Airwatch**
- Defect management and Tracking using **Jira**
- Deployment of updated content in every release
- Performing Multi language testing for 8 different languages
- dentification and creation of new testing scenarios and TCs

Store Once GUI

Feb 2018 - Jun 2018

Client: HPE

Role : Test Automation Engineer

Roles performed: Test Automation, fixing and execution

Technology used in project

Selenium Webdriver

Selenium Grid

Python

Jenkins

Git, SVN

Jira

Description

HPE is the market leader in the storage segment partnered with Capgemini for Automation of its cloud storage solution Web application used worldwide across various spheres

- Script development using Selenium and Python using a datadriven framework
- End to end Functionality and requirement gathering and Analysis
- Script execution and fixing
- Creation and execution of end to end automation batch
- Execution on multiple platforms using selenium grid
- Functional testing of application and creation of bugs on Jira
- Identification and creation of new testing scenarios and TCs.