

# Rohan Panwar

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## Professional Summary

Offering over 6+ years of experience in ServiceNow Admin/Quality Assurance Profile. Experience in testing end to end functionality of ServiceNow various modules (ITSM, ITBM, ITOM, HRSD, ITAM etc.) using manual test cases, ServiceNow Automated Test Framework (ATF Certified), (RPA) & using Selenium+Java. Have experience in creating Automation script to reduce the time consumption and manual efforts required in testing. Aiming to achieve a challenging & successful career where I can make a significant contribution using my innovative ideas, knowledge, skills and experience with the objective of development & growth of the Organization.

## Education

### **M.Tech, B.Tech (Computer Science)**

Gautam Buddh University

AICTE & UGC Board

Greater Noida, Uttar Pradesh

July 2016

Marks 64%

### **10+2, PCM**

MG Public School

CBSE Board

Muzaffarnagar, Uttar Pradesh

July 2011

Marks 71%

## Skills

- Core Java
- ServiceNow
- ATF (Servicenow)
- Jasmine Testing Framework.
- RPA
- Basics of Javascript for servicenow.

## Certifications

- Micro-Certification – Automated Test Framework (ATF)
- Micro-Certification - Agile and Test Management Implementation

## Work Experience

October 2021 – Current

### **Sr. Test Engineer**

iOPEX

Bangalore, Karnataka

#### **Responsibilities:**

- Tested ServiceNow New Application Product called ESG from the scratch.
- Did multiple upgrade and instance testing.
- Created Automation script for ESG using ServiceNow own RPA tool.
- Suggested Multiple Functionality enhancements for ESG which got accepted like certain Notifications which needs to be triggered, Certain Buttons that can be added to the form etc.
- Preparation of Test cases and Test plans using Test Management 2.0.

October 2020 – October 2021

### **ServiceNow Test Consultant**

ThirdEra

Bangalore, Karnataka

#### **Responsibilities:**

- Executed functional and Upgrade testing for various modules like (ITSM, ITOM, ITBM, HR)
- Created ATF solutions for different clients to set up Automated testing on their instance.
- Creation of UAT test case documents for clients.
- Creation of User Guides to help client with UAT.
- Created ATF solutions for different clients to set up Automated testing on their instance.
- Pinpointed previously undiscovered flaw in the system.
- Actively Tracking of the status of defects and provided a status report during daily meetings.

December 2019 – September 2020

### **Quality Analyst**

Alcor Solutions

Noida, Uttar Pradesh

#### **Responsibilities:**

- Successfully developed and executed test plans, procedures, use cases and test scripts, and provided in-depth analysis to create and rollout new software.
- Tracked the status of defects and provided a status report during daily meetings
- Prepared and executed functional and regression testing
- Delivered thorough QA testing reports that determined product quality and release readiness.
- Creation of UAT test case documents for clients.

- Functional testing of 2 Products from scratch.
- Created test cases using ATF.
- Testing experience on 'now' mobile app.
- Working experience on ITSM, ITOM, ITBM, HAM & SAM module.

September 2018 – December 2019

**Associate QA**

360 Logica Testing Services (P) Ltd.

Noida, Uttar Pradesh

**Responsibilities:**

- Responsible for doing Functional, Regression, smoke and UAT testing.
- Experience in testing end to end functionality of live ServiceNow projects using manual test cases and ServiceNow Automated Test Framework.
- Experience in mobile and web application testing.
- Experience in Application Functionality, Regression Testing of ServiceNow various applications such as IT Service Management (incident, Problem, Change, Service Catalogs, Knowledge, Asset and CMDB, ITOM, ITBM), Customer Service Management, Discovery and Integrations with external systems.
- Implementation of ITIL process including incident, problem, change, knowledge and CMDB for better ITSM in Servicenow
- Effectively encountered critical defects in a highly customized Servicenow application.
- Worked on Service request as part of ITSM on Service-Now.
- Responsible for the testing of ITIL modules using workflows, Business rule and client side customization
- Testing the Automation of approvals and Change process by using workflows running in back-end

September 2016 – September 2018

**Security Analysis Sr. Associate**

NttData

Noida, Uttar Pradesh

**Responsibilities:**

- Successfully led end to end testing of highly customized ServiceNow application for Leading global brand in entertainment (Viacom) and associated multiple ITIL User and Customer Portals including bulk test creation.
- Expertise in ServiceNow Automated Test Frame work.
- Have experience in creating Automation script to reduce the time consumption and manual efforts required in testing.
- Functional knowledge of ITSM processes and best practices
- Experience administering Active Directory for user administration and authentication
- Experience in Performance Analytics.
- Driving team for excellent support & quality work.
- Participating in team meetings and discussions.
- Incident, Problem & Change Management (ITSM, ITOM & ITBM).
- Mentoring Team Members.
- Working with client for generating all the reports required for SOX Audit purpose.
- Active member of daily escalation and incident ageing call.

## Languages

- Hindi
- English

## Personal Interests

- Numismatics
- Travelling
- Watching and Playing Football.

## Personal Details

- Birthday: February 19, 1993
- Marital Status: Single
- Nationality: Indian
- Gender: Male

## Declaration

I, Rohan Panwar, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

**Rohan Panwar**