Contact

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Top Skills

Platform Architecture

App Engine

Integrations

GEN AI

Delivery and Governance

Languages

English

Hindi

Certifications

ServiceNow Certified Implementation Specialist

ServiceNow Certified System Administrator

Rohit Gera

Specialist Master @ Deloitte | ServiceNow Sr. Architect

Gurugram, Haryana, India

Summary

With over 15 years of experience in IT, I am a seasoned ServiceNow Architect with a wealth of expertise. I have dedicated 14 years to ServiceNow implementation, making me a specialist in this domain. Currently, as a Sr. ServiceNow Architect and Global Delivery manager, I lead multiple client engagements within the Life Science and Healthcare sector, showcasing my adaptability to complex industry requirements and delivery effectively.

My professional journey has led me through diverse domains such as Financial, Logistics, and Retail, providing me with valuable experience working closely with clients in these sectors. This has broadened my understanding of various industry landscapes, enabling me to tailor custom solutions using best practices to meet unique needs.

My expertise covers various facets of the ServiceNow platform, including Integrations, security, data and Platform architecture, and and the development of custom industry-specific solutions through App Engine and managing the complete landscape of ServiceNow with experience on almost all modules including ITSM, ITOM, ITBM, ITAM, CSM, HRSD, CSM, GRC, SecOps, DPM, DevOps.

Experience

Deloitte

Specialist Master

September 2021 - Present (2 years 10 months

Gurugram, Haryana, India

As a Senior Architect and Global Delivery Manager at ServiceNow, I handle multiple client engagements for top leaders in the LSHC industry, focusing on their Digital Transformation and automation journey. My responsibilities include platform architecture, integration design, technical governance, and ensuring effective delivery. Additionally, I lead firm initiatives on building solutions and adaptations related to GEN AI, Delivery Transformation, and leading major sales pursuits.

Atos

Solutions Architect

January 2020 - September 2021 (1 year 9 months)

Pune Area, India

In my previous role as a senior architect for a large-scale MSP ServiceNow instance, I was responsible for platform technical design, integration architecture, and governance. I identified process and business automation for existing processes and led the delivery of transformation solutions and accelerators for both dedicated and MSP platforms.

Accenture

Associate Manager

August 2017 - December 2019 (2 years 5 months)

Pune Area, India

As an architect, I had the responsibility of crafting and implementing industry-specific solutions for leading companies in the Logistics and Retail sectors across Southeast Asia. This involved shaping the ServiceNow platform and internal systems to drive digital transformation and automate industry-specific processes, ultimately elevating efficiency. I also actively contributed to sales pursuits and delivery planning.

Capgemini

Senior Consultant

December 2010 - August 2017 (6 years 9 months)

Leeds, England, United Kingdom

As a ServiceNow project lead and architect located on-site with the client in the United Kingdom, I was responsible for implementing ServiceNow and designing the platform architecture for several ServiceNow Instances across their different subsidiaries, including Healthcare, Finance, and Digital IoT domains. I developed custom solutions tailored to each industry and created an end-to-end custom solution for Business Continuity Management and Disaster Recovery. This solution was recognized as one of the top 5 solutions at Knowledge 15.

Linux world, Jaipur

Project Analyst

May 2009 - October 2010 (1 year 6 months)

Jaipur Area, India

Education

University of Rajasthan
Bachelor of Engineering (B.E.), Information Technology · (2005 - 2009)