Payal Bhuskade
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OBJECTIVE

To pursue a challenging career with a dynamic organization where professionalism and enthusiasm are recognized, continuously improving my skills in emerging technologies. I aim to contribute effectively in ServiceNow testing and development while achieving the best for the organization.

SUMMARY OF EXPERIENCE

7.4 years of experience in ServiceNow Testing covering modules like ITSM, ITAM, HAM PRO, GRC IRM and SPM. Proficient in Manual Testing, ATF (Automated Test Framework), Defect Management, and Integration Testing using tools like Postman. Experience working in both Agile and Waterfall methodologies across Banking, Aviation, Manufacturing and pharmaceutical domains.

PROFESSIONAL EXPERIENCE

Coforge, Pune Duration: June 2025 - Present

Position: ServiceNow Test Specialist

Project 3- Dubai Airport SPM

Duration: June 2025 – Present

- Creating Manual Test cases for ServiceNow SPM Module. Testing forms like Project form, Application form, Infrastructure form, Agile and Defect Management forms.
- Perform form level and workflow testing with Test Evidences. Reporting and Tracking Defects. Participating in the requirement gathering and Scrum calls.

Project 2: SEI Bank

Duration: March 2025 – June 2025

GRC IRM Manual (Project 2 – SEI Bank -March 2025 till present

- Testing RISK forms with workflows.

- In SEI US Financial banking Project-Creating FRS document, Workflow Diagrams and User Guide Document as per client's requirement. Creating Manual test cases for IRM forms like RISK form, Issue, Control with Compliant and Non-Compliant scenario and Risk Event with the workflow. Reporting and Tracking Defects.

- Participating in the requirement gathering calls, UAT calls and discussing with stakeholders about their requirements or enhancements.

Project 1 - ITSM and ITAM & GRP Integration Manual (Dubai Airport - May 2024 – March 2025)

Dubai International Project-working as a ServiceNow Test Specialist. Creating manual test cases in for the Service catalog items and executing them. using Postman API for creation or updating data or values in ServiceNow for Integration. Using GRP Integration to check if the workflow is successful or failure.

- **ServiceIO Consultancy Services**
  Position: System Engineer
  Duration: November 2022 – May 2024
  Tools: ServiceNow, ATF, Test Management 2.0, qTest, POSTMAN API

Project 1: Tech Mahindra (Obselencse | Duration November 2022- March 2023)
  - Worked as Senior ServiceNow tester. Performed Manual testing for Service Catalog items for different Spring stories.
  - Reporting and tracking bugs in ServiceNow Defect management. Uploading Testcases in ServiceNow Test Management 2.0. Participating in Scrum calls, Daily standup and Sprint calls.

Project 2: Capgemini (McDonald | Duration April 2023 – July 2023)

- Performed ServiceNow Upgrade Regression, Integration, UAT, smoke, and sanity testing across QA, DEV, and UAT instances.
- Developed and ran ATF test scripts by referring Stories.

- Managed defect reporting and tracking in ServiceNow Defect Management.

Project 2: Capgemini (Hershey's |Duration July 2023 – May 2024)

- Performed ServiceNow Upgrade Regression, Integration, UAT, smoke, and sanity testing across QA, DEV, and UAT instances .
- Developed and ran ATF test scripts by referring Stories.
- Managed defect reporting and tracking in ServiceNow Defect Management.

- **EVERSANA (Pune)**
  Position: Software Engineer – Testing
  Duration: October 2021 – November 2022
  Tools: ServiceNow, ATF, JIRA

  - Created and executed manual test cases for Service Catalog items.
  - Managed defect reporting and tracking using Atlassian JIRA.
  - - Conducted upgrade and patch testing for Quebec and Rome versions.
  - - Performed regression, catalog, incident, and ACL testing.

- **Wipro Technologies Ltd (Bangalore)**
  Position: Software Test Engineer
  Duration: March 2018 – Oct 2021
  Tools: Selenium Framework, Assure NXT, HPALM QC

  - Automated and executed test scripts for various ServiceNow modules using Easy Automate AssurNXT tool for QA instance and HPALM QC tool for Dev instance.
  - Conducted integration and UAT testing for Share Folder Management BOT and Splunk UAT testing.
  - Analyzed test results and defect reports, proposed enhancements in test scripts, and contributed to regression testing cycles and Upgrade testing.

PROJECTS HANDLED
- Dubai International Airport (ITSM, ITAM, HAM, GRP Integration and SPM)
- SEI Bank (IRM Integration Testing)
- Capgemini (Hershey's, McDonald's)
- Tech Mahindra (Obsolescence Projects)
- EVERSANA – ServiceNow (Pharma Domain)
- Wipro – Corning Inc. (Manufacturing Domain)

EDUCATIONAL QUALIFICATION

Course	Institution	University/Board	Year
B.Tech/B.E. Diploma	University of Pune Shri Sai Polytechnic Collage	Pune University MSBTE	2017 2014
HSC (XII)	Janta Collage	State Board	2011
SSC (X)	Mount Carmel Convent High school	State Board	2009

CERTIFICATIONS

- ServiceNow CSA, CAD (Ongoing)
- ServiceNow CIS (Ongoing)
- Micro-Certification: Automated Testing Framework (ATF)
- - Micro-Certification: Agile and Test Management 2.0

TECHNICAL SKILLS

- - ServiceNow ITSM, ITAM, HAM PRO, GRC-IRM, SPM
- - Manual Testing, Regression, UAT, Integration Testing
- - Automated Test Framework (ATF), Easy Automate AssurNXT tool and HPALM QC
- - Test Management 2.0, qTest, JIRA, Postman API
- - Selenium WebDriver (basic exposure)

DECLARATION

I hereby declare that the above information is true to the best of my knowledge.

Place: Pune