



## BACKGROUND

- ✓ 20 years' IT industry work experience
  - 6 years as Technical Architect of ServiceNow
  - 8 years as Technical Architect/SME of MicroFocus & BMC Infra Products
  - 6 years as SME of Oracle, SQL Server, COGNOS & Crystal Reports
- ✓ Technical Panelist for L1 & L2 Interview Empanel
- ✓ Conducted Employee Appraisal & Discussions with Leadership

## RELEVANT EXPERTISE

- ✓ ITSM
- ✓ Technical Architecture
- ✓ ITOM
- ✓ CSM
- ✓ Custom App Development
- ✓ Mobile App Development
- ✓ 3<sup>rd</sup> Party Integrations
- ✓ Portal & ServiceNow Upgrade

## INDUSTRY EXPERIENCE

- ✓ Telecom
- ✓ Insurance
- ✓ Energy
- ✓ Banking & Finance

# NITIN KUMAR

ServiceNow ITSM, ITOM, CSM, Integration, Portal, Custom & Mobile App Architect

## COMPETENCY

### Architectural

- 12 years as Architect on ServiceNow & MicroFocus tools
- Conduct requirements gathering workshop with core Functional team(s) to capture and fit business need within technical solution build
- Prepare High & Low-level solution design (HLD & LLD) and implementation workshop with core technical team(s) for POCs, Feasibility test & workarounds
- Conduct Code Reviews and guided the Development team in best coding practice.
- Coordinate Test team for getting SIT done and defect fixing with Development team
- Conduct User Acceptance Testing with Functional team and signoff for Production go-live
- Conduct technical demos & build SOP documents for steady state team and signoff for successful handover
- Focus over discussion on continual improvement of past deliveries in ServiceNow Modules

### Technical

- Leveraging Best practices, ServiceNow vanilla implementation of ITSM, ITOM, CSM, Custom as well as Mobile App, Integration & Service Portal projects
- In-depth exposure to REST API, JavaScript, Angular JS, ServiceNow code components i.e. Business rule, Client script, Workflow, Script include, UI as well as Data Policy, UI action and Email inbound/outbound scripts
- Implement ServiceNow Multitenant Domain Separate Instance
- Implementation of ServiceNow ITSM modules i.e. Now Mobile Incident, problem, change, knowledge, SLM and Service Portal
- Implementation of ServiceNow ITOM modules i.e. Discovery, CMDB, Event Management and Service Mapping
- Implementation of ServiceNow CSM module i.e. Case Management

## TOOLS & TECHNOLOGIES

- ✓ ServiceNow
- ✓ BMC & MicroFocus Tools
- ✓ Cognos & Crystal Reports

## DATABASES

- ✓ Oracle & SQL Server

## SCRIPTS

- ✓ JavaScript
- ✓ Angular JS
- ✓ XML
- ✓ HTML
- ✓ Groovy Script
- ✓ VBScript
- ✓ Batch Script

## CERTIFICATION

- ✓ ServiceNow Micro-Certification - Performance Analytics Essentials
- ✓ ServiceNow Micro-Certification - Predictive Intelligence
- ✓ ServiceNow Micro-Certification - Integration Hub
- ✓ Intermediate Service Operation
- ✓ ITIL 2011 V3 Foundation

## TRAININGS ATTENDED

- ✓ Flexera FNMS, Apr'2018
- ✓ Symphony Summit, Jul'2017
- ✓ UCMDb, Jul'2015
- ✓ Informatica, Jan'2011
- ✓ Unix Fundamentals, Sep'2010
- ✓ COGNOS, Jan'2009
- ✓ Oracle Database, Jun'2007

## TRAININGS CONDUCTED

- ✓ BMC Discovery, Jan'2014
- ✓ MS Excel Fundamental, Aug'2013

## WORK EXPERIENCE

### TTEC DIGITAL as Architect Oct'2022 Till date

- Co-ordination with Onsite lead, internal team and customers
- Requirement gathering, Problem Analysis & finding resolution
- Create Email inbound scripts to convert clients' mail
- Work on issues/enhancements received as Agile stories
- Create Business rules, UI Policy & other technical components
- Implementation of Mobile App and Service Portal
- Troubleshooting of existing REST & SOAP based Integrations
- Single Sign-on & Azure AD Integration

### INFOGAIN INDIA PVT LTD as Architect Aug'2021 - Sep'2022

- Analysis of Change Management OOB vs Customized
- Migration of Legacy Service desk application to ServiceNow
- Implementation of CSM & ITSM
- ServiceNow Instance upgrade from Quebec to San Diego
- Implementation of Self-Service Portal
- Implementation of Knowledge Management & report Dashboard

### WIPRO LTD as Architect Oct'2016 - Aug'2021

- Requirement gathering, Mobile App build & SMS Integration
- Integration of ServiceNow with CyberArk Vault, Digilocker
- ServiceNow Instance upgrade from Orlando to Quebec
- Analysis of skipped logs in ServiceNow upgrade
- Interaction with Domain teams for Discovery's prerequisites, Monitoring tools teams for event's prerequisites and Application teams for Service Mapping
- Implementation of BMC Discovery in client site, traveled to UK
- Implementation of MicroFocus UCMDb, SiteScope & OMI
- Troubleshoot & issue fixes of AssetManager & Connect-It, traveled to UAE

## ACHIEVEMENTS

- ✓ Clients Appreciations
- ✓ Saved \$1M Penalty
- ✓ PATH Best Employee
- ✓ Fidelity You have Earned It
- ✓ Accenture ACE Award

## STRENGTH

- ✓ Effective Communicator
- ✓ Be Positive & Never Die
- ✓ Quick Learner
- ✓ Problem Analysis & Resolution

## METHODOLOGY

- ✓ Agile
- ✓ waterfall

## CONTACT

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LOCATION: Noida, Uttar Pradesh, India

PASSPORT: Validity up to 14-July-2027

## WORK EXPERIENCE...CONTD

### ACCENTURE SERVICES PVT LTD as Architect Oct'2011 - Oct'2016

- Implementation of SACM using MicroFocus UCMDB, AssetManager, Connect-IT and Service Manager along with integrations with MicroFocus OMI & NNMI to manage CMDB of 5 Business Units with 10000+ CIs for client in Malaysia
- Requirement elicitation & analysis, design & development
- Work with pre-sales team for Infrastructure solutions POC & RFP
- Client Assets, Contract, Purchase request & Invoice data maintenance in MicroFocus AssetManager & Connect-IT
- For KT, visited USA and Implementation as well as Hyper care, visited Malaysia & Philippines

### HEWLETT PACKARD GLOBALSOFT LTD as Developer May'2011 - Oct'2011

- MicroFocus AssetManager application & data maintenance
- Build MicroFocus Connect-IT integration scenarios

### FIDELITY INVESTMENT as Developer Aug'2006 - May'2011

- Database component writing i.e. SQL & PL/SQL
- Customization in MicroFocus AssetManager i.e. Portfolio, Procurement, Costcenter & Admin modules
- Build MicroFocus Connect-IT integration scenarios
- Creation of ad-hoc and scheduled reports
- For KT, visited USA and connects with onshore team on issue fixes and requirements elicitation

### PATH INFOTECH LTD as Developer Nov'2003 - Aug'2006

- Database component writing i.e. SQL & PL/SQL
- Reconciliation of I-Loan application data & report to leadership

## EDUCATION

### INDIRA GANDHI NATIONAL OPEN UNIVERSITY, NEW DELHI

2005 MASTER of COMPUTER APPLICATIONS

### INDIRA GANDHI NATIONAL OPEN UNIVERSITY, NEW DELHI

2005 ADVANCE DIPLOMA of COMPUTER APPLICATIONS

### INDIRA GANDHI NATIONAL OPEN UNIVERSITY, NEW DELHI

2002 BACHELOR of COMPUTER APPLICATIONS

### APTECH COMPUTER EDUCATION, MUMBAI

2001 ADVANCE DIPLOMA IN SOFTWARE ENGINEERING

### DOEACC SOCIETY, NEW DELHI

2001 'O' LEVEL