NAMAN KANSAL

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**EXPERIENCE** 10 Years 0 Month

# Key Skills

 Servicenow  Javascript  HTML

 ITSM  ITIL

 NOW Mobile App  Agent Workspace  Integration

 CSM

 CMDB

 Scoped Application  GRC

 SPM  HRSD

# Certification

 Certified System Administrator  Certified Implementation

Specialist - Human Resources

# Profile Summary

\*Over 10 years of experience in Banking, Utilities, Procurement, Pharma & Healthcare domains which are based/working on ITIL framework.

\*Experience of working ServiceNow, with focus on implementing ITIL processes and designing business workflows.

\*Knowledge of below modules in ServiceNow:

* ITSM (6 years)
* CSM (4 year)
* SPM (1 year)
* CMDB (1 year)
* HRSD (1 year)
* GRC (6 months)
* Scoped Applications, Integrations and POCs (1 year)

\*Very strong communication and interpersonal skills with a proficient expertise in grasping new concepts and util

izing them intelligently.

\*Development of Scoped Applications like: LMS (Launch Management System), Fuel Management, Land Management and Project Management.

\*Integration with Google Drive, Lightstep, Docusign, JIRA, Oracle and Azure Purview.

# Projects

## M&G(Investment/Financials)

243 Days

Handling various Modules like ITSM, HRSD, SPM and CSM.

Requirement gathering from client. Story creation under Agile Development.

Platform management while working as platform owner.

Team Management, solutioning, stake holder collaborations, solutioning

Taking sessions with client for UAT. Creation of SDDs post implementation. Google Drive, JIRA and Oracle Integration.

## Aspen Pharma

152 Days

Creation of Fuel Management/Land Management/LMS(Launch Management System) scoped applications along with ITSM and SPM stories development.

Requirement gathering from client. Story creation under Agile Development.

Table creation, workflow creation, writing script includes, business rules, client scripts, ui actions, ACL Configuration etc.

Writing test scripts post development. Taking sessions with client for UAT. COVID- 19 Surveys configuration

## MountainSide

61 Days

Implemented ITSM module.

Service Request designs and workflow designing. Notifications customization and configuration for all the modules.

Incident, Problem, Change Configuration and Customization.

Facilities Management Custom table creation and data categorization.

Asset and CMDB configuration. Reporting/PA.

ITSM NOW Mobile app configuration.

Agent Workspace setup and configuration for ITSM. Surveys for Incident and Problem Management.

Configuration for Software Licensing. LDAP integration.

## Cummins

396 Days

Service Request designs and workflow designing. Notifications customization and configuration for all the modules.

ITSM configuration and Customization.

Data and Approval mapping for Knowledge and Change Management.

Asset and CMDB configuration. Reporting/PA.

## Consumers Energy(Global) Project (Utilities)

577 Days

Worked as a ServiceNow developer as the client uses ServiceNow Tool for their ITSM and other business requirements. Also working on CA- Clarity which is integrated to ServiceNow. Besides this I have been a part of automation where I have worked on Blueprism tool.

## Citi Equities(Global) project (BFSI)

762 Days

CITI is maintaning three offices; Front office, middle office, Back office.

Middle Office deals with compliance to rules and regulations and independent verification of risk that front office are dealing with as well as ensuring data is correctly reconciled with all the other functions that need it i.e tax, risk, finance etc.

To make middle office work smoothly, some tools and applications are used named PRIMO, Zeus Ticketing System etc.

These applications cover all geographic locations in America, Europe and Asia Pacific. These tools have various features like user administration, book setup, static data setup etc. These also capture trades which are booked in front office using tools like COMET,CFORE, PTE etc.

These middle office tools have many downstream like TMS and TML (Back office tools)which are used to do other settlements.