Prateek **Agarwal**

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PROFILE

A Computer Science and Engineering Program graduate having 5 years of experience in the IT industry. During this time, I have been working on ServiceNow Platform as developer, admin and support engineer, offering a strong foundation in fundamentals of ServiceNow platform, programming as well as scripting.

ServiceNow Certified System Admin with hands-on experience on hybrid cloud solutions like AWS and working on Agile Software Development Principles with ITIL framework. Skilled in scripting**,** proficient at operating in a wide range of platforms and learning new concepts quickly.

I love each and every opportunity of innovation that technology creates and have a desire to know how things work. Always try to be laser-focused on the technology changes and enjoy solving problems, and strive to be highly competent and knowledgeable in select areas of expertise.

I believe, strong entrepreneurial skills combined with excellent communication and presentation skills is my USP.

WEB INFO

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LINKEDIN	linkedin.com/in/agarwalprat

EDUCATION

Bachelor of Technology (Computer Science and Engineering)
Rajasthan Technical University, Jaipur, RAJ, IN – 303012
Graduated 2015

Intermediate and Matriculation
Central Academy Sr. Sec. School, Bhilwara, RAJ, IN – 311001
2011 & 2009 (respectively)

TECHNICAL SKILLS

PLATFORMS	ServiceNow, AWS
LANGUAGES	JavaScript, Ajax
SOFTWARES	Eclipse , MS Office Suite, Adobe Photoshop
DATABASES	MySQL

PROFESSIONAL EXPERIENCE	**ServiceNow,** Hyderabad, TS, IN **Sr. Technical Support Engineer** **(Feb'19 – Currently)**

Currently working as Senior Platform Engineer for Service Management, helping customers to develop/resolve issues on custom applications, customizations and implementations on the ServiceNow platform.

- Responsible for managing and resolving the most challenging issues for the ServiceNow platform. This includes being the point of escalation within the technical support department before reaching out to DEV.
- Acquire knowledge of relevant product offerings and train the team with those skills to provide technically accurate solutions to customers.
- Mentoring and giving training to new hires and junior team members in various technologies to make them equipped with the skills necessary to help customers.

ServiceNow, Hyderabad, TS, IN
Technical Support Engineer
(Jan'18 – Jan'19)

Earlier as Platform Engineer for Service Management, I worked closely with the Customer on resolving issues they were facing on the ServiceNow Platform.

- Extensive experience in implementing end-to-end Service Catalog, ITSM Core, Workflows, Knowledge Management, PPM, Flow designer, Survey Management, Contextual Search, CSM, GRC (novice), SLA, Approvals.
- Proficiency in ServiceNow Tool (Business Rules, Script Includes, Client Scripts, UI Policies, GlideAjax, Data Policies, UI Actions, UI Pages, UI Macros, Scheduled Jobs, workflows, ACLs, Update sets, SLAs and Email Notifications).

ATOS, Pune, MH, IN
Software Engineer
(Dec'15 – Dec'17)

Worked as a Hybrid Cloud ServiceNow Developer, developing cloud-hosted SSRs integrating ServiceNow using REST APIs with web services like AWS Cloud Services which runs on ServiceNow Platform.

- Involved in integrating ServiceNow using REST APIs with web services like AWS Cloud Services, also developing catalog items (SSRs) for Service Catalog and Service Portal.
- Developed Expertise in ITSM, ServiceNow Development, and ITIL Process framework.
- Experience on ServiceNow Tools (Business Rules, Script Includes, Client Scripts, UI Policies, GlideAjax, Data Policies, UI Actions, UI Pages, UI Macros, Scheduled Jobs, workflows, ACLs, Update sets, SLAs, Domain Separation and Email Notifications).
- Understanding Tables, Relationships between tables and controlling data access using ACL's.
- Experience in using Update Sets and Transform Maps.
- Training the laterals as well as fresher's on the ServiceNow platform.

APPIRIO INC., Jaipur, RJ, IN
Internship
(July'15 – Oct'15)

My Journey with Servicenow began in Appirio -- CRM Market Leaders in Consultancies. Appirio's accelerated training program prepares for Information Technology Infrastructure Library (ITIL) and ServiceNow certifications by giving hands-on experience working on Software as a Service ("SaaS") platform ServiceNow. As an Intern, my main responsibility was to get familiar with the tool and its technologies and later started working on Module as well as Application development on Servicenow.

FRANCONNECT, Noida, UP, IN
Internship
(May'14 – Aug'14)

As an Intern in FranConnect -- world's leaders in franchise Development, the main responsibility was to complete the life cycle of a new or modified software product, from research and design to implementation, training, and support. Working with business analysts to develop project implementation and develop plans including user interfaces, Modifying IT systems already in use, Writing documentation, Developing Coding and debugging across a variety of products, varying on the organizational requirements.

ACHIEVEMENTS & HOBBIES

Serve and Learn MVP, ServiceNow
MVP for outstanding commitment to knowledge sharing.

STAR PERFORMER AWARD, ATOS
Awarded with Certificate of Excellence and recognized as a "STAR PERFORMER" for the efforts demonstrated for the project "ServiceNow with AWS Integrations".

REPRESENTING SERVICENOW CRICKET TEAM AND PLAYED FOR ATOS CRICKET TEAM AS WELL IN PAST.

PLAYED BADMINTON AT STATE LEVEL

PRESIDENT, DECOLLER
Worked as the President and Chief Executive Member of the E-Cell, "Decoller". Helped the club in maintaining the legacy for the 4th year in a row by becoming National Champions in Entrepreneurship Week.

BEST EXECUTIVE AWARD
Awarded as the best executive for my contribution in the field of Innovation and Entrepreneurship development in College.