

# Akshay Patwa

9 Years Total Experience in ITSM Automation & Cloud Solutions including 4.5+ Yrs Experience in ServiceNow (ITSM, Service Portal, CMDB, Discovery, GRC & SecOps) Implementation, Development and Integration.

## SUMMARY

- Expertise in **ServiceNow** application **Development, Implementation & Integration**.
- Proactive in **stakeholder management**, adept at building strong relationships, and effectively managing expectations throughout the project lifecycle.
- Designed and implemented **complex technical solutions and architectures within the ServiceNow platform**, resulting in increased efficiency and user satisfaction.
- Expertise in **REST API Integrations** and Development in **ServiceNow with 3rd Party tools using Scripted REST APIs**.
- **Scratch Integrations using Email, Advanced Transform Maps, etc.**
- Completed **30+ Integrations in ServiceNow**
- Implementing and Automating solutions to solve customer pain points and business demands.
- Experience in working on **ITSM, Discovery, CMDB, GRC and SecOps**.
- Engaging in daily dialogues with stakeholders to gain insights into their challenges and identify areas for improvement.
- Expertise in using Objects like Script Includes, Client Scripts, Business Rules, Flow, UI Action, UI Policies, etc
- Development of **Custom widgets, Portal pages and UI pages**
- Experience in **UI/UX Design**.
- Working experience in **RPA tool**
- Development and Implementation experience in **BMC Helix/Remedy Platform**
- Working experience in **DevOps Tools** like Jenkins, Docker, Kubernetes, Git, Maven and Ansible
- **AWS Solution Architect Associate Course with HandsOn**
- **German Language B1 level**
- Knowledge in **Angular/Angularjs**

Pune, India

+91 8888806907

[akshaypatwa74@gmail.com](mailto:akshaypatwa74@gmail.com)

## CHANNELS

**LinkedIn**

[www.linkedin.com/in/akshay-patwa-ba152b63](https://www.linkedin.com/in/akshay-patwa-ba152b63)

**GitHub**

<https://github.com/akshaypatwa>

## SKILLS

- ServiceNow Platform
- ITSM/CMDB/Discovery/GRC/SecOps/DevOps
- REST API Integrations
- DevOps and AWS
- GenAI and RPA

## PLATFORMS/TOOLS/LANGUAGES

- **ServiceNow Platform** (4+ Yrs)
- **GRC/SecOps** (1.5 Yrs)
- **Service Portal** (2.5 Yrs)
- **CMDB/ITOM** (2.5 Yrs)
- **BMC Platform** (5+ Yrs)
- **HTML/CSS/JS** (6+ Yrs)
- **DevOps Tools/CICD** (2+ Yrs)
- **AWS** (1 Yr)
- **RPA** (1+ Yrs)

## CERTIFICATIONS

- ServiceNow CSA
- ServiceNow - Micro 4x
- ITIL v4
- **German Language Certified A1 & A2 (Goethe)**

## LANGUAGES

- English
- German B1+

## JOB Details

### Day to Day Activities

- Demonstrating expertise in explaining complex concepts in an accessible manner, enabling participants to grasp ServiceNow principles quickly and apply them effectively.
- **Solution Designing and Automating daily tasks** to meet customer demands.
- Regularly conversing with Customers to better understand their challenges and identify any existing gaps.
- Developing and Integrating complex flows.
- **Proactive in stakeholder management**, adept at building strong relationships, and effectively managing expectations throughout the project lifecycle.
- Getting involved in technical discussions and managing tasks to Technical teams.
- Taking care of end to end project delivery
- R&D on new functionalities and Technologies

## PROJECT EXPERIENCE

### PROJECT 1

*ServiceNow Implementation, Integration and Automation– ITSM, GRC, SecOps, ITOM & CMDB*

Client of InMorphis : **National Stock Exchange (NSE)** - Mumbai

**Role – ServiceNow Solutions Architect**

Mar 2022 - PRESENT

- Solution Designing to automate daily processes and meet customer demands.
- **Leading a team of 6-7 consultants**, providing guidance, mentoring, and ensuring project milestones were met on time and within budget.
- **Tailoring the process of requirement** gathering and understanding to match the specific needs and objectives of different business use cases.
- Developing **Scripted auto Discovery process** for Auto Healing and Auto Ticketing of Discovery Issues
- Developing **Scripted REST APIs** to call Flow asynchronously using 3rd Party.
- **Scratch Integrations with more than 15+ tools** in ServiceNow with other Tools such as –Infoblox, Ansible, PIM, ITRS, Trellix, Rapid7, CyberArk, SSH, Powershell, etc.
- Integration using **Shell Scripting and Powershell scripts** with target server to fetch data into ServiceNow.
- Developing **Custom widgets, Portal Pages** and Advance UI pages.
- Enhancing existing processes and gaps in **GRC (Policy Compliance & Risk)** in the Client environment.
- Modifying and automating process to Ensure Compliance in GRC.
- Implementation and Improvement of **SecOps(VR and SIR)** in Customer environment.
- Installation and configuration of MidServers.
- Refining CMDB data by developing **automatic Discovery processes and automated Discovery schedules**

- Developing Master Table, Views, Schedule Jobs to store and sync the information coming from 3rd Party tools and **sync to CMDB Server table**.
- Creating Auto Incidents using Event Management in Customer Infrastructure environment
- Automating Transform map and scripts to upload data to CMDB tables from the attachments from Tasks.
- Email Integration using Inbound actions to Process and store the response.

## PROJECT 2

### *ServiceNow and DevOps – Deployment Automation and Integration with JIRA*

Amret - Banking, Cambodia

#### *Role – DevOps and ServiceNow Lead*

Apr 2022 - Oct 2022

- **Understanding and Scoping the Requirements** by discussing with business stakeholders.
- Facilitating stakeholder workshops, and brainstorming sessions to gather requirements and key insights.
- Developing **Scripted Rest API** to catch the response from JIRA using **WebHooks**
- Parsing and **manipulating the JSON response**.
- Developing flow to trigger REST Calls from Service Request
- **Bidirectional end to end Integration** of ServiceNow Change Management with JIRA
- Fresh Installation of Jenkins (Master & Node) on Linux Server
- Configuring Jenkins and Setting REST API token
- Creating CI/CD Pipelines to automate Build and Deployment of Jar and War
- Installation and Configuration of GitLab

## PROJECT 3

### *ServiceNow Development and Integration (ITSM, HAM, CMDB)*

Client of Vyomlabs - Banking, Remote

#### *Role – ServiceNow Lead*

Jan 2020 - Feb 2022

- Understanding and Scoping the Business Requirements
- REST API Integration with Satellite and BigFix tool to get the live data into ServiceNow CMDB related to patched servers
- Using advanced **scripted Transform Maps** to load data into ServiceNow tables.
- **Script include functions** to compare and update server details into CMDB using Subnet Mask and CIDR ranges.
- Integration with Ansible to cater end to end **CI/CD deployment automation** in the environment.
- Developing Regex to filter/manipulate/transform data using scripts.
- **Automation of data upload** using incoming email
- Service Portal development and **designing Custom Service Portal Widgets**
- **Actively listening to customer feedback**, and promptly resolving issues to ensure high levels of customer satisfaction.

- Developing and configuring Business Rules, Script Includes, UI Policies and Client Scripts, forms including advanced customizations.
- Developing **Interactive Dashboards**
- Incorporating the coding standards and best practices in the implementation.
- Code Migration across environments using Update Sets.

## PROJECT 4

### ***BMC Helix Innovation Suite & ITSM Application Development and Integration***

Client of Vyomlabs - Telecom, Romania (Europe) Onsite + Remote

**Role – BMC Helix ITSM & DevOps Lead Engineer**

July 2019 - Aug 2021

- Complete Development of Application using Processes, Views, Rules and Actions.
- Developing complex Integrations with Azure, Octane, and other 3rd Parties
- Installation and Configuration of Docker on CentOS
- Integration using Web API with ServiceNow.
- Developing Integration from ServiceNow to JIRA
- Developing Custom Dashboards and Landing pages for Views as per requirements.
- Uploading and Synchronizing Data from Remedy to Innovation Suite.

## PROJECT 5

### ***RPA Process Automation***

Client of Vyomlabs, Banking, Onsite + Remote

**Role – RPA Lead Engineer**

Sept 2018 - July 2019

- Requirement Gathering and Understanding
- Creating BRD and TDD documentations
- Configuring plugins and Developing RPA workflows
- Automating business process to improve resolution TAT
- Executing and deployment of workflows to BOT Agents

## PROJECT 6

### ***BMC Remedy ITSM Upgrade, Customizations and Integrations***

Client of Vyomlabs, Telecom, Onsite

**Role – Senior Remedy Engineer**

June 2015 - Aug 2018

- Complete Remedy Upgrade of Platform and Applications from 8.1.02 to 9.1.02.
- Troubleshooting and tuning the performance of ARServer and MidTier post upgrade.

- SRM and Incident Management integration with third party applications using custom staging forms using Remedy Web Services.
- Customizing objects in ITSM as per the requirements

## EDUCATION

SNJB COE, Nasik, India, — *Bachelor of Engineering*

Passing Year - 2014 **with Distinction**

SJV, Daund, India — *Higher Secondary School Certificate*

Passing year - 2009

## PERSONAL DETAILS

Date of Birth	: 07-April-1991
Nationality	: Indian
Permanent Address	: Balewadi, Pune, Maharashtra.