Indore, Madhya Pradesh | +91 7803937417 | deepikagangrade2407@gmail.com

DEEPIKA GANGRADE

ServiceNow Developer

PROFESSIONAL SUMMARY

Experienced ServiceNow developer with expertise in designing and implementing solutions on the platform. Skilled in ITSM and ITOM processes, collaborating with cross-functional teams to deliver customized applications. Proficient in JavaScript and scripting, extending platform functionality and resolving issues. Dedicated to staying updated with the latest enhancements for optimal process optimization.

QUALIFICATIONS

- **Master of Computer Application**
Medi-caps Univarsity Indore
08/2019-05/2021

- **Bachelor of Science (CS)**
DAVV University
07/2015-05/2018

EXPERIENCE

- **ServiceNow Developer**
Yash Technologies Pvt Ltd.
08/2021-Present

PROJECTS

HelpOut - Online Job Portal (Personal)
- HelpOut is a website where employee can post the job and jobseeker can apply for that role
- HTML,CSS,Bootstrap(front end), MySql(Backend), PHP

Online Jewellery Shop (Personal)
- To create shopping cart which allows customers to shop the jewelry products online

Arcutis Biotherapeutics (Yash Technologies)
- Based on ITSM module. Handled Incidents and Tasks, created catalog items.

ROLE & RESPONSIBILITIES

- Enhancement and development in INC management, Request management, Service catalog management.
- Expertise on creation of workflows for Service catalog items in ServiceNow tool.
- Responsible for day-to-day management within the platform.

- Worked on creating users, roles, groups in Servicenow.
- Resolving issues related to ITSM, Managed Incidents and Tasks.
- Writing Knowledge Articles on various processes INC, Service request management.
- Testing of Development Requests & Resolving incidents and Tasks within time limit.
- Generating weekly/monthly reports and metrics for IT management.
- Documented business processes, functional requirement conduct information flow analysis, process modelling within and across multiple business streams.
- Handled P2, P3 tickets and worked on resolution and improvement plans.

CERTIFICATES

- Participated in National Science Olympiad
- Received District Level Certificates in Group Discussion
- Received Best Student award in 10th
- Won InterCollege Debate Competition in Graduation
- ServiceNow Certified System Administrator
- Training completed on ServiceNow and ITIL.

ACHIEVEMENTS

- Elected as Secretary of College
- Represented DAVV University in MP State Level Dancing Competition

SKILLS

- Team Work
- Problem Solving
- Leadership
- Hard Working

LANGUAGES

Angular - Professional Working Proficiency

Java - Professional Working Proficiency

PHP - Professional Working Proficiency

HTML/CSS - Professional Working Proficiency

JavaScript - Professional Working Proficiency

C/C++ - Professional Working Proficiency

INTERESTS

- Coding
- Singing
- Dancing
- Poetry