VISHAL INGLE

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Career objective

Programming and writing are something I am passionate about; I am looking for a job that will give me a chance to enhance my Skills.

Professional Summary

- **2.8+ years** of experience in ServiceNow platform as both Developer and Administrator.
- In-depth knowledge of the technical implementation of Incident Management, Problem Management, Service Request Management, Knowledge Management, Asset and Configuration Management, Virtual Agent and Integrations.
- ServiceNow applications implemented: Incident, Problem, Knowledge, Service requests, Service portal, Common service data model (CSDM), Demand management, Test Management, Virtual agent.
- Successfully implemented integration of ServiceNow with third party tools, such as Amazon Connect, Google apps, Twilio as well as other ServiceNow instances.
- Worked as a Business Analyst for IM, PM & VA.
- Have a strong understanding of Agile and ITIL frameworks.
- Acknowledged for the successful delivery and implementation with rewards and appreciation multiple times.

ServiceNow Experience

ServiceNow Administration
Responsibilities:
- Experience in working on both Server side and Client-side development like Business Rule, Script Includes, UI Policies, Client scripts etc.
- Fulfilling the requests like creation/loading data, renaming the Groups, disabling the catalog items etc.
- Handled user experience related Incidents/Problems like visibility or access issues etc.
- Worked on Continuous Improvement stories, health scan stories and production defects.
- Worked as a part of go-live, hyper care, upgrade and cloning activities.

ServiceNow Development
Responsibilities:
- Worked extensively on ITSM modules, specifically on IM, PM & KM.
- Worked on configuring and customizing the forms and lists.
- Worked on server-side access and client-side scripts.
- Worked on Access Control Lists (ACLs).
- Worked on Service Level Management.
- Worked on Events, Notifications and Email scripts.
- Worked on CMDB and Common Service Data Model (CSDM).
- Worked on Custom tables, Database views, Data Sources, Customized Workflows, etc.
- Worked on the Service Request Management, Service Portal, Widgets, etc.
- Worked on Test Management, Contextual Search, Patch Management, Demand Management etc.
- Worked on custom Views, UI Pages & UI Macros, etc.

- Designed the complex scripts keeping performance and best practices in mind.
- Perform integration with different tools as well as other ServiceNow instances to automate process.

Virtual Agent & NLU
Responsibilities:
- Worked extensively on Virtual Agent starting from London release.
- Customized the VA flows as per the business needs from the scratch.
- Worked on the custom tables to make data-driven VA framework.
- Worked on ServiceNow Natural Language Understanding (NLU) Models, Batch testing, etc.

Third party Integrations
Responsibilities:
- Worked on the Notify module to integrate ServiceNow with Twilio. Worked Extensively on Communication plans, Recipients lists and Major Incident Management.
- Worked on Amazon Connect to integrate with ServiceNow. Designed the contact flow, Operation Handlers for Cloud Call Centre Module.
- Worked on the REST Messages and Scripted REST APIs to integrate with other ServiceNow instances & other tools like SAP, ET4GPMG.
- Worked on the integration between Google Apps and ServiceNow using Google Apps Scripts.
- Designed custom flows and actions that includes REST steps for different use cases.

Business Analysis
Responsibilities:
- Handled the BA activities for IM, PM and VA.
- Performed different tasks including Requirement gathering, Technical Analysis, Estimation etc.

Education

- Completed post-graduation **(MSc) in Computer science** from Sant Gadge Baba Amravati University, Amravati.
- Completed under-graduation **(BSc) in Computer science, Statistics and Mathematics** from Shree Shivaji Science college, Amravati.

Mainline Certifications

- ServiceNow Certified System Administrator
- CIS – Application Portfolio Management
- CIS – Project Portfolio Management

Micro-Certifications

Virtual Agent Implementer, DevOps, Predictive Intelligence, Performance Analytics, IntegrationHub, Agile and Test Management, Configure the CMDB, CMDB Health, Automated Test Framework, HR Integrations, Enterprise Onboarding and Transitions, Asset Models Management, Application Portfolio Management, Flow Designer

Other ServiceNow Certifications

- ServiceNow: Basic Administration
- Learning ServiceNow

Other Technical Certifications

C Language, Chrome Developer Tools, JavaScript, Java, AngularJS, Bootstrap, Bash Scripting, Google Apps Script, Amazon Connect, AWS Alexa, AWS Lambda, Rest APIs, Python, XML, jQuery, SQL.

Non-Technical Certifications

Scrum, ITIL, Project Management, Six Sigma

Languages

English, Marathi, Hindi & Urdu.

Work Experience

- 2.8+ years of ServiceNow development and administration experience as a Software engineer at DxSherpa Technologies Pvt. Ltd.
- Worked as a Teacher at Glad Rose Convent, Amravati (taught History & Computer).
- Acted as Managing Editor for Hindi-Marathi Literature E-Magazine "मनापासून मनापर्यंत...!" & Web TV Channel "Selfie Poetry".

Extra-curricular activities

- Certification in Eco-Tourism and Wildlife Photography.
- Volunteered "26th Maharashtra Pakshimitra Sammelan" at Saint. Dnyaneshwar Sanskritic Bhavan, Amravati.
- Blogger, since June 2014.
- Organized and participated in various cultural & literary events.
- Participated in "Vasundhara International Film Festival 2012" held at Amravati on 11th to 14th October.
- Participated in "Baseball Inter Collegiate Tournaments", organized by Sant Gadge Baba, Amravati University, Amravati during the year 2013-14.

Hobbies

- Writing & Blogging
- Reading

Declaration

I hereby declare that all the information mentioned above is true to the best of my knowledge and belief.

Date   :

Place   :

Vishal S. Ingle