

VISHAL INGLE

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Professional Summary

- **3 years** of experience in ServiceNow platform as both Developer and Administrator.
- Acted as a Business Analyst and worked closely with process owners and architects.
- Strong communication, collaboration & team building skills with proficiency at grasping new technical concepts quickly & utilise the same in a productive manner.
- Understanding client's requirements and providing best solutions.
- Lead the projects where helped the team to understand and implement the requirements, remove their blockers and understand the process flows as well as best practices and implementation standards.
- Sound knowledge of the ServiceNow implementation.
- Successfully implemented different ServiceNow modules as well as the integration of ServiceNow with third party tools, such as Amazon Connect, Google apps, Twilio as well as other ServiceNow instances.
- Have a strong understanding of Agile and ITIL frameworks.

ServiceNow Experience

Business Analysis

Responsibilities:

- Handled the BA activities for IM, PM and VA and captured the business requirements in a form of agile stories.
- Performed different tasks including Requirement gathering, Technical Analysis, Estimation etc.
- Provided expertise on technical questions related to the ServiceNow platform.
- Worked with Process owners and Architects to ensure the feasibility of the solution and to identify the areas of improvement or to reduce the implementation efforts.
- Guided the team whenever there is an opportunity to promote improvements and validated the solution developed meets the customer requirements.

ServiceNow Development

Responsibilities:

- Worked extensively on ITSM modules, specifically on IM, PM & KM.
- Worked on configuring and customising the forms & lists, custom tables, Database views, Reports.
- Worked on server-side access and client-side scripts.
- Worked on Access Control Lists (ACLs), Service Level Management (SLM), Events, Notifications and Email scripts.
- Worked on CMDB, Application portfolio management (APM), Service portfolio management (SPM) & Common Service Data Model (CSDM).
- Worked on the Service Request Management, built catalog items and record producers, customised Workflows as per business needs.
- Worked on Service Portal, built custom Widgets, customised the portals as per business needs.
- 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 and following the implementation standards.

- Performed integration with different tools as well as other ServiceNow instances to automate processes.

Virtual Agent & NLU

Responsibilities:

- Worked extensively on Virtual Agent starting from London release.
- Customised the VA flows as per the business needs from the scratch.
- Worked on the custom tables to make a 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 different AWS services to integrate Amazon Lex with ServiceNow.
- Worked on the REST Messages and Scripted REST APIs to integrate with other ServiceNow instances & other tools like SAP, ET4GPMG, etc.
- Worked on the integration between Google Apps and ServiceNow using Google Apps Scripts.
- Designed custom flows and actions that include REST steps for different use cases.
- Worked with Import set APIs, Data sources and MID servers to pull the on-premise data with ServiceNow.

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.

Education

Completed post-graduation (**MSc**) in **Computer science** from Sant Gadge Baba Amravati University, Amravati and 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 (APM)
- CIS – Project Portfolio Management (PPM)

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, ServiceNow LinkedIn Integration, The Complete Guide to Service Portal in ServiceNow, ServiceNow and AWS Integration - CMP, AWS & Service Now Integration - Call REST API using Python

Other Technical Certifications

C Language, C++, Chrome Developer Tools, JavaScript, Java, HTML, CSS, AngularJS, Bootstrap, Bash Scripting, Google Apps Script, AWS, Rest APIs, Python, XML, jQuery, NodeJS, SQL.

Non-Technical Certifications

Scrum, ITIL, Project Management, Six Sigma

Languages

English, Marathi, Hindi & Urdu.

Extra-curricular activities

- Worked as a Teacher at Glad Rose Convent, Amravati (taught History & Computer).
- Blogger, since June 2014. Wrote blogs on fictional and technical stuff.
- Organised and participated in various cultural & literary events. Authored 3 Marathi e-books.
- Acted as Managing Editor for Hindi-Marathi Literature E-Magazine “मनापासून मनापर्यंत...!” & Web TV Channel “Selfie Poetry”.
- Worked for “OASIS” and “Miracle Hearts Foundation”, Amravati based local NGOs who work for child welfare and education.
- Certification in Eco-Tourism and Wildlife Photography.

Declaration

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

Date : 21/04/22

Place : Bangalore

Vishal S. Ingle