



Sukriti Jindal

CONTACT NO: 9582976911

PERSONAL E-MAIL ID: sukriti.jindal@gmail.com

PRESENT LOCATION: Bangalore, India

SUMMARY:

- A ServiceNow specialist, working with Deloitte USI, with **5.5** Years of experience in Service-now admin-Development.
- **8.5**Years of total IT experience.
- Work on ITSM modules.
- Work on HRSD module.
- Work on experience in CSM modules
- Experience in customization of HR cases, HR templates, notifications and Lifecycle Event Cases.
- Experience in customization of Business Rules, Client Scripts, UI Policies, Report.
- Experience in implementing Scheduled Jobs, Notifications, Access Controls (ACL).
- Experience on Service Portal.
- Has started working on some custom widgets.
- Worked on translations.
- Highly organized, versatile and results oriented team player with an energetic and articulate approach.
- Ability to acquire new skills within short time scales, adapt to rapidly changing work practices and build and maintain excellent working relationship with colleagues.
- Ability and experience to work under pressure within constraints of time.
- Experience in Customization and Configuration of ServiceNow Application's based on requirement.
- Knowledge of Agile Methodology.
- Good Understanding in Coding, Testing, Implementation and Documentation.
- Strong analytical, technical, Research, general business and functional skills.
- Good communication & interpersonal skills.

PROFESSIONAL EXPERIENCE

Deloitte, Bangalore (May 2021– Till Date)

Client: Dover (USA)

Project Name: Service Now Implementation

Roles and Responsibilities:

Creation of new HR portal from Scratch.

Creation of multiple pages and custom widgets.

Creation of new record producers for portal.

Customizations done to reports and creating new reports

Customization of Business Rules, Client Scripts, UI Policies

Root Cause Analysis for the incidents and interruptions in process flow and applying fix for the same within the SLA duration.

Worked on Post Production Support, also provided round the clock support during that duration for the smoother implementation.

Client: Mars Ltd

Project Name: Service Now Implementation

Company: Deloitte

Roles and Responsibilities:

Working on Translations. Creating new or customizing the already defines ones.

Working in HRSD module. Customization of HR cases and HR templates.

Configuring the notifications in all languages.

Configuring SLA and holiday Calendar.

Working on Virtual Agent and fixing the defects in Chat box.

Customizations in Dashboard and Dashboard filters.

Working on knowledge articles.

Designing new Workflows and modifying the existing workflows according to new requirements.

Implementation of HR Workspace and AWA.

Doing Admin tasks, providing roles and giving access to users.

Configuring new Record Producers.

Customization of Business Rules, Client Scripts, UI Policies, Ui Pages, UI Actions
Catalog Client Scripts

HCL Technologies, Noida (Jan 2019– May 2021)

Client: Covanta Energy System (USA)

Project Name: Service Now Implementation

Roles and Responsibilities:

Implementation of the Incident Management, Change Management, Service Requests and different modules.

Creation of new service catalogs, catalog items and modifying the existing ones as per the new requirement.

Customization of Business Rules, Client Scripts, UI Policies, Ui Pages, Catalog Client Scripts

Designing new Workflows and modifying the existing workflows according to new requirements.

Worked on LDAP Integration

Created different kind of schedules, Transform Maps.

Configuring Inbound Actions.

Deploying the developed code to Test/Production instances using Update Sets.

Worked on Post Production Support, also provided round the clock support during that duration for the smoother implementation.

Worked on the modules like Incident, Problem, Users and Groups, Service Request.

Client: Volvo Cars

Project Name: Service Now Implementation

Company: HCL

Roles and Responsibilities:

Creation of new service catalogs, catalog items, record producers and modifying the existing ones as per the new requirement.

Customization of Business Rules, Client Scripts, UI Policies, Ui Pages, UI Actions Catalog Client Scripts, Inbound Actions, Notifications, ACL.

Working in HR module. Customization of HR cases and HR templates.

Working on HR record producers.

Modifying existing Custom Widgets.

Designing new Workflows and modifying the existing workflows according to new requirements.

Created different kind of schedules, Transform Maps.

Worked on the modules like Incident, Change, Knowledge, Problem, Users and Groups, Service Request.

Root Cause Analysis for the incidents and interruptions in process flow and applying fix for the same within the SLA duration.

INFOSYS LIMITED, Chandigarh (Jan 2015 – Jan 2019)

Client: Kellogg's (US)

Project Name: Service Now Implementation

Roles and Responsibilities:

Customization of Business Rules, Client Scripts, UI Policies ,Catalog Client Scripts,

Worked on the Post Production Support, also provided round the clock support during that duration for the smoother implementation.

Part of handling the Clone and Upgrade activities in the team for the instances

Worked on the modules in Kellogg's like Incident, Problem, Users and Groups, Service Request.

Domain: Cloud HCM

Client: confidential

Environment: Oracle Fusion Rel 12

Roles and responsibilities

Worked on loading data through HCM Data Loader

Done transactions like Hire Employee, Promotion of an employee, terminate Employee, Transfer of employee.

Working on OTBI and extracts.

Worked on Alerts, created different data models and corresponding BI Reports using BI publisher

Prepared unit test plans to test the functionality of the code based on requirement.

Done scenario-based testing of Notices.

KEY SKILLS AND STRENGTH

Highly patient and dedicated at instances of high work pressure.

Highly organized

Ability to handle work independently.

Quick learner

Good communication skills

Excellent interpersonal skills

Good team player.

Good analytical and problem solving skills.

EDUCATION HISTORY

B.Tech -Computer Science
Technology
PDM college of Engineering
with 66% marks

Aug 2010 — June 2014

12th
Queen Mary's School

Apr 2009 — Mar 2010

10th
Queen Mary's School

Apr 2007 — Mar 2008

HOBBIES/AREA OF INTEREST

Listening Music

Travelling

DECLARATION

I hereby declare that above-mentioned details are correct and complete to the best of my knowledge and belief.

Sukriti Jindal
25-05-2022