

RESUME

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OBJECTIVE:

To obtain a position that provides ongoing opportunities to learn and use my skills as a smart Engineer and contribute to the overall growth and profitability of the organization and to establish an enjoyable career for myself.

PROFESSIONAL EXPERIENCE:

Company Name	From	To	Designation
HCL	April 2021	current	Software Engineer
Fiserv Pvt Ltd	July 2019	April 2021	Software Engineer
Birlasoft Pvt. Ltd	March2014	July 2019	Software Engineer

CERTIFICATIONS

- ServiceNow Certified Application Developer (CAD)
- ServiceNow Certified System Administrator (CSA)
- Micro-Certification – Performance Analytics
- Micro-Certification – Automated Test Framework
- ISTQB Foundation Level certified.

PROJECT DETAILS

Client Name	Duration	Task	Tools Used
ExxonMobil	6 months	Hardware and Asset Management, CMDB	Service Now
Deutsche Bank	11 Months	Implementation of HRSD Module, Record Producers, Workflows, Flow Designer, ACLs, ATF, ChatBot Integration, Rest API Explorer	Service Now
Cemex	6 Months	Service Requests, Flow Designer, SLA, ITSM implementation, Moogsoft Integration, Dashboards, Reports	Service Now
ITSM Tools	2 yrs	Service requests, ITSM, Catalog workflows, Flow Designer, SLA, Client script, ATF, HRSD.	ServiceNow
ITSM Tools	1.2 yrs	ServiceNow Admin	Service Now
TMNA Insurance	3 yrs	Functional Testing	ALM

Service now Project Responsibilities

- Perform day to day implementation of the Service-Now tool, Maintain business services and perform Development task in Service-Now tool.
- Post roll out production support. Experience of handling Bug Fixes and Enhancement requests.
- Customizing and developing the snow modules as per the client Requirement.
- Performs migration activities Dev to Test, Test to QA.
- Creates Workflow activities and approvals. Implement new workflows that use a variety of activities to understand how records are generated from workflows.
- Design and implement new functionality using Business Rules, Client Scripts, UI Policies, Script Includes.
- Defining Service Level Agreements SLAs, notifications, and reports.
- Manages users, groups and roles.
- Experience developing Service Request Items and associated workflow.

ACADEMIC PERFORMANCE:

Examination	Institute/University	Percentage	Year of passing
B.Tech (CSE)	Sharda University	73	2013
12th	CBSE	68	2009
10th	CBSE	78	2007

TECHNICAL SKILLS

- Testing Tool : HP ALM, JIRA, ServiceNow
- Programming languages : JavaScript, CSS, HTML
- Operating System : Windows
- Database : SQL