

Dhananjay Wamanrao Ladole

ServiceNow Developer

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Summary:

ServiceNow Developer with 2.7 years of experience in developing, customizing, and supporting ServiceNow ITSM modules including Incident, Problem, Change, and Request Management. Currently working at **Technozest Technologies, Pune**, with hands-on expertise in Glide scripting (client/server), Business Rules, UI Policies, Data Policies, Catalog Items, and Scheduled Jobs.

Completed an MBA in Business Analytics alongside full-time work, gaining practical experience in SQL, Power BI, and Excel through academic projects. Holds a Bachelor's in Mechanical Engineering, providing a strong technical foundation. Brings a proactive learning mindset, strong analytical thinking, and attention to detail in solving platform challenges and adapting to new ServiceNow capabilities.

Skills:

- ServiceNow ITSM: Incident, Problem, Change, Request
- Catalog Item Development & Workflow Automation
- Client Scripts, Business Rules, Script Includes
- UI Policies, Data Policies, Scheduled Jobs
- Custom Application Development & Management
- Update Sets, Application Scope, ACLs
- Glide Scripting (Client-side & Server-side)
- SQL, Power BI, MS Excel (Pivot Tables, VLOOKUP)
- Strong Analytical Thinking & Time Management

Work Experience:

ServiceNow Developer

Technozest Technologies Pvt. Ltd., Pune

Dec 2022 – Present

Key Responsibilities:

- Developed and customized ITSM modules including Incident, Problem, Change, and Request Management.
- Created and maintained Catalog Items with associated workflows, Client Scripts, Business Rules, and UI Policies.
- Designed and implemented custom ServiceNow applications to meet unique business requirements.
- Automated processes using Glide scripting (client/server side), Script Includes, Scheduled Jobs, and Flow Designer.
- Managed Update Sets for migration and version control across development, test, and production environments.
- Configured Access Control Rules (ACLs) to secure tables and fields based on user roles and conditions
- Collaborated with cross-functional teams to gather requirements, perform UAT, and deploy enhancements.
- Worked with basic CMDB tasks and implemented SLA definitions with notification triggers.

Internship Experience:

Data Analyst Intern

Collaborative Analytics (Remote/Part-time)

Aug 2023 – Sep 2023

- Completed a business analytics project as part of MBA curriculum.
- Used **SQL** for querying and data preparation.
- Created interactive dashboards in **Power BI** to visualize public perception and customer churn trends.
- Gained hands-on experience in real-world data analysis, reporting, and insight generation.

Education:

Master of Business Administration (MBA) – Business Analytics

Sinhgad Institute of Management, Pune

Aug 2022 – Jun 2024

CGPA: 6.56

Bachelor of Engineering (BE) – Mechanical Engineering

SHVPM College of Engineering and Technology, Amravati

Aug 2017 – Jun 2022

CGPA: 8.71

Certifications:

Python | Tableau | SPSS | IoT | Power BI | Excel

LANGUAGES:

English | Hindi | Marathi

DECLARATION:

I hereby declare that the information provided is true to the best of my knowledge and can be supported with reliable documents when needed.