@Mansi Patil

* + **Mansi Patil.**
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* Summary:
* Around 11.5years of experience of working as a **Japanese Language Expert out of those 5 years of experience in ServiceNow Developer/Administrator (ITSM)**
* A team player with exceptionally good organizational, analytical, training, troubleshooting, and interpersonal communication skills
* Skills:
* SERVICENOW TECHNOLOGY –
* Certified Servicenow Administrator – CSA exam cleared
* COMPETENCIES - ServiceNow ITSM
* Java Language [Basic Knowledge]
* OPERATING SYSTEMS: Windows Linux ,Unix ,Clustering
* LANG/ TECH: Japanese Language Knowledge, **Service Now Technology knowledge**
* TOOLS: MS Office, Excel, PowerPoint
* Current EXPERIENCE: Systems Plus Pvt ltd
* 1 year of **experience as a ServiceNow Consultant role.**
* **Service Catalog Project: Connect with Client for requirement gathering (Performing BA role)**
* Developed 35 Service catalog with validation and Flow Designer.
* **Integration Project**: Worked as a team member in REST Integration project need to build SR-Flow Designer-Rest API (build connection with 3rd party)
* Past EXPERIENCE: TCS
* **Around 6.4Years of experience as a Japanese Language expert out of these 4 years of experience as a ServiceNow Administrator/ Developer**
* **Developing ServiceNow for Japan Customers.**
* **Developed ServiceNow for various Japan customers**. ( Taking requirements from Japanese client in Japanese language and developed ServiceNow in English as well as Japanese Language)
* **I have also performed the Translation and Interpretation role in Technical meetings.**
* **In ServiceNow create more than 75-80 Catalogs with Workflow and Notification in Japanese Language.**
* **I have translated Portal in Japanese language as per client requirement.**
* **Worked on UI Policy UI Action, Business Rule and Client script and script include.**
* **Created Update Set, Retrieved updated set, Data Migration done (able to import and export data) from one instance to another instance.**
* **Developed Service Now for Incident Management, Change and Problem Management and know the process flow of each.**
* **Hands on experience of Domain Separation in Service Now. ( Single Tenant Instance and Multi Tenants Instance )**
* **Worked on Foundation Data like User & Group Creation, assigned roles to users.**
* **Experience of List and Filters in service now and Knowledge about Service Portal like how to create portal, add widgets on portal, through CSS add colour in Portal,Add quick links on Portal, Login widget HTML and CSS script .**
* **Auto populate assignment group to REQ and RITM and Task through script.**
* **Knowledge of CMDB ,CI, CI Class ,CI relationship ,Relationship type, Parent and Child relationship,**
* **Working as an agile way so create dashboard on now platform, create stories and add scrum task.**
* **Knowledge about Script Include, Workflows, SLA, Notifications and implemented REST Integration in Service Now – POST Method so I have knowledge about How two applications are communicate to each other**
* **Able to create Reports and Dashboard in Service Now and I have knowledge of CMDB, CI, Class and CI Relationship Type**
* **HRSD module TCS internal training is completed so I have an idea how to create Cases in HRSD module.**
* **Provide L1 and L2 Support for Japan Customer.( able to do email communication in Japanese language)**
* **SAP: Create Users in SAP Portal (Japanese Language) able to add change and delete the information of user through SAP tool.**
* Past Experience:Fujitsu
* Fujitsu Consulting India Pvt. Ltd
* June 2013 –June 2016
* I was working for Japan Shared Services clients.
* Work Profile
* 1. I provided LCM (Life Cycle Management) services for client’s server infrastructure  
  2. I have both Windows and UNIX environment wherein I provided L2 support  
  3. I have supported Server Monitoring for L1 and L2 in both Windows and Unix environment,

4. Japanese to English and English to Japanese translation as well as interpretation work done whenever required.

5. I had worked in Job Management project so I have the knowledge of creating, deleting, and changing Job and Job Streams, I can Schedule the Job as well.

6. I had worked on Daily, Weekly and Monthly Task as well.

Past Experience: AXA

* AXA Business Services Pvt Ltd
* Work Experience - 1 Year 6 month experience in Japanese Language [ Data Entry]
* I was working in Batch Entry team which deals with forming the database for group process.
* Experience in handling group insurance process [ Life Insurance ]
* Handled new business, claims, modification and updation.
* Managing and maintaining data base of specific clientele for group term process. [ short term life insurance ]
* Domain – Insurance Industry
* Communicating with the Japanese client through mail and phone as well
* GENIE CUSTOMER MANAGEMENT SERVICES PVT LTD
* I was working on TCD PROJECT [Top Call Driver ]
* Domain – Hardware and Software Industry
* Job Profile – Read and understand the customers problem which is written in Japanese Language and according to them profile the cases in English Language
* Translation – Hardware Computer parts.
* Work Experience – 3 months Project

Education:

* Certified Servicenow Administrator (CSA)
* Advance Diploma Course in Japanese, Tilak Maharashtra University, April 2013
* MPM, Part II, Pune University, May 2013
* MPM, Part I , Pune University, May 2011
* BCOM , Pune University, April 2010
* MSCIT Computer course, Maharashtra state, July 2007
* JLPT Level 4 kyu, The Japan Foundation, Dec 2007
* JLPT Level 3 kyu, The Japan Foundation, Dec 2008
* JLPT Level N3The Japan Foundation Dec 2019
* Diploma Course in Japanese, Ranade Institute, Pune University, April 2009, Certificate Course in Japanese, Ranade Institute, Pune University, April 2008, First Class With Distinction
* Pursuing JLPT Level 2 kyu from Japan Foundation(Dec 2022)