**CURRICULUM VITAE**

**Neha Maggon**

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**PROFESSIONAL EXPERIENCE** :

**13 years of work experience as Senior Associate Consultant as a SERVICE NOW ADMINISTRATOR.**

1. **deloitte- december 2022-till now**

**As SERVICE NOW ADMINISTRATOR**

roles and responsibility:

* Worked on Service Request, Incident, change, problem management profile.
* Strong working knowledge of tools such as tools like HP Service Manager, Service Now.
* Create dashboards.
* Adding new field or modifying existing field.
* Form, View layout changes as addition/modification.
* Add/Modify ACL
* Create /update SLA, workflow
* Create/Modify Transform Map Script
* Create/Modify Service catalog
* Worked on crystal report tool as reports being prepared on daily, monthly, weekly basis.
* Managing the user list and updating their roles.
* Worked on Priority tickets as response and resolution tickets assigned to our team.

1. **wipro technology- june 2009-november 2022.**

**As SERVICE NOW ADMINISTRATOR**

roles and RESPONSIBILITY:

* Worked on Service Request, Incident, change, problem management profile.
* Strong working knowledge of tools such as tools like HP Service Manager, Service Now.
* Create dashboards.
* Adding new field or modifying existing field.
* Form, View layout changes as addition/modification.
* Add/Modify ACL
* Create /update SLA, workflow
* Create/Modify Transform Map Script
* Create/Modify Service catalog
* Identify and diagnose issues
* Worked on crystal report tool as reports being prepared on daily, monthly, weekly basis.
* Managing the user list and updating their roles.
* Worked on Priority tickets as response and resolution tickets assigned to our team.

Top of Form

**OTHER EXPERIENCE**

**Worked as an Associate Software Trainer at NIIT for 2 years (June2007- June2009)  
  
Responsibilities: -**

* **Educate and give the hand on training to students with new languages like SQL, ORACLE, and other tools.**
* **Introducing the students with the various computer applications i.e. designing and coding.**
* **Giving the information about software programming, web designing, and programming.**
* **Assigning projects to the students so they can handle the applications in real world context.**
* **Familiarizing students with the technical programs and inspiring them for being efficient in them.**

**EDUCATIONAL QUALIFICATION**

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| **S. No.** | **Standard** | **Year of Passing** | **Board/University** |
| **1.** | **M.Sc(IT)** | **2009** | **NIIT** |
| **2.** | **GNIIT** | **2007** | **NIIT** |
| **3.** | **B.COM (Pass)** | **2007** | **Delhi University,** |
| **4.** | **Xth + 2** | **2004** | **C.B.S.E** |