

## Gaurav Srivastava

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### Working Experience:

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3+ Years of IT experience in Analysis, Design, Development, Testing and solution deployment of product.  
Currently responsible for application and portal development in ServiceNow /

### Professional Skill Set:

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**Operating Systems:** Windows, Linux  
**IDE:** Eclipse, Jupyter Notebook  
**Frameworks:** Hibernate, Spring MVC, AngularJs, Cisco Sparks  
**Programming languages:** JAVA, JavaScript  
**Scripting Language:** Shell Scripting, Python  
**Markup Languages:** HTML  
**RDBMS:** Oracle 10g, Stored Procedures, Materialized views, Functions, Views, Triggers  
**Version Control Systems:** SVN  
**Protocols:** REST  
**User Interface Library:** JQuery, AngularJs  
**Build Tool & Package Manager:** Maven ,npm, pip, Anaconda, Tesseract  
**Tools Used:** ServiceNow, Active MQ, PSC, SOAPUI

### Education:

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Ajay Kumar Garg Engineering College , Ghaziabad

A.P.J.A KALAM TECHNICAL UNIVERSITY (AKTU)

AUGUST 2012 – JUNE 2016

□ B. Tech. in Electronics & Communication Engineering (Aggregate %: 81.82)

Semester	I	II	III	IV	V	VI	VII	VIII
SEMESTER %	71.7	81.2	75.2	83.2	83.8	80.4	82.60	85.90
YEAR %	76.45		79.20		81.8		84.25	

Dr. Amrit Lal Ishrat Memorial Sunbeam School

2011

□ All India Senior School Certificate Examination (CBSE) (Percentage: 91.60%)

Dr. Amrit Lal Ishrat Memorial Sunbeam School

2009

All India Senior School Certificate Examination (CBSE) (Percentage: 90.60%)

## Experience Summary:

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**Service Fulfillment Platform (SFP):** The Cisco Service Fulfillment Portal, or CSFP, is a hosted application that enables end customers, sales representatives, and project management personnel to create service request orders and have those service orders automatically orchestrated and fulfilled. CSFP is driven by a business catalog—allowing the user to select from one or more pre-set services. Instead of a complex service ordering process, CSFP incorporates intuitive ordering workflows with a familiar shopping cart experience. Ordering a service is now as easy as adding it to the cart.

**Project Period:** January, 2017 – Till Date

**Technologies:** Liferay, spring, Oracle, Cisco Prime Service Catalog, Joget, REST, SVN, Weblogic, Tomcat, Hibernate, JQuery

### Responsibilities and Contribution:

Involved in the business layer and integrate with custom libraries to perform persistence using Hibernate to access database and stored procedures.

Involved in the corresponding controller layer by parsing the Json object and filling in to the Java classes and perform business validations.

Involved in the front end by developing web pages using JSP, Ajax, JavaScript and JQuery, creating the JavaScript function for client side validations and passing the data to the controller as JSON Object.

Worked on Design, Development, Code Review, Unit Testing, Deployments, Integration testing, Documentation, CSDL, support and the other aspects of the project. Done POC on PSC and CPO integration with Meraki/NSO.

**ThinkQbator:** It's a Cisco initiative where employ can implement their ideas using cisco resources. In this I am implementing a platform where people can easily ask for any meeting room or place in the campus and bot will guide them with maps and directions.

**Project Period:** September, 2017 – January, 2018

**Technologies:** Python, Cisco Sparks framework, Tesseract-ocr

### Responsibilities and Contribution:

Involved in creation for different modules used in the project.

Worked on image processing so as to highlight text information on an image.

**ServiceNow:** Development of application that enables end customers, sales representatives, and project management personnel to create service request orders and have those service orders automatically orchestrated and fulfilled using ServiceNow technology.

**Technologies:** ServiceNow(London)

### Responsibilities and Contribution:

#### SRM E-bonding

Created an application in servicenow for ebonding customer ticket with CMS tickets.

**Carrier Integration**

Worked on this module which helps cisco to automate ticket creation into vendor system.

**MDR Service Dashboard**

Created all the reports and dashboard in CX portal as part of MDR offerings

**ATA SOC Template Automation****Extra-Curricular Activities:**

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Master Hibernate and JPA with Spring Boot(Udemy Certification)

The Complete Python Course | Learn Python by Doing (Udemy Certification)

Beginner to Advanced PL/SQL(Udemy Certification)

Awarded **CISCO** client recognition.

Awarded with **Excellence in Customer Delivery**.

**Declaration:**

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I hereby declare that all the above particulars are true to the best of my knowledge.

**Place:** Bangalore

Gaurav Srivastava

