KAUSTUBH KULKARNI

ServiceNow Developer | CSA | CAD | CIS-VR

Designation: Engineer
Experience 3 Years
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CERTIFICATIONS

- Certified System Administrator
- Certified Application Developer
- Certified Implementation Specialist - Vulnerability Response

PRIMARY SKILLS

- ServiceNow Administration
- ServiceNow Development
- SecOps VR/SCM/AP
- Integration
- Upgrade
- CMDB
- Agile Methodology
- ATF

PROFESSIONAL SUMMARY

- Experience in SecOps - VR/SCM/AP modules.
- Experience in business rules, script includes, client scripts, catalog client scripts, UI actions, transform maps, scheduled jobs, script actions.
- Experienced with ServiceNow functionalities: reference qualifier, UI policy, data policy, notifications.
- Experience in creating workflows and flows.
- Experienced in ITSM modules like incident & problem management.
- Experience in importing the data using import set transform map.
- Experience in importing CIs and CI relationships using import sets.
- Experience in ServiceNow integration with third-party applications.

WORK EXPERIENCE

Engineer - DxSherpa Technologies Pvt. Ltd.   **Sep 2021 - Present**

- **Title**   - ServiceNow Development   **2 Years**
- **Technology**   - SecOps VR/CCM/AP
- **Description**   - The project aimed to modify VR/CCM/AP modules based on PO requirements.

Roles & Responsibilities :

- Worked on customizations for Qualys and Folsom integrations.
- Developed consolidated email solutions subsequently adopted in two additional projects.
- Created ACLs, groups and roles to provide users with the required access.
- Created workflow for deferral process.
- Created Notifications to notify integration failures to Stakeholders.
- Worked on some Jira tickets for Threat Intel re-rating
- Created RFCs to fix data in PROD.
- Created workflows for policy exceptions in AP, automating previously manual processes.
- Worked on Upgrade for VR module.
- Worked with SCM POs to create new fields and update from integration.
- Created scheduled jobs to send emails to stakeholders to remind that tasks are due.
- Dynamically generated Excel sheets and sent them as attachments to stakeholders.
- Used ATF to validate the functionality developed for each Jira ticket.

- **Title**   - ServiceNow Implementation & Integration   **6 Months**
- **Technology** - ITSM, Integration
- **Description** - The project aimed to integrate third-party application with ITSM.

Roles & Responsibilities :

- Integrated Teams with ServiceNow to send Teams notifications upon the creation of incidents.
- Involved in implementing /customizing business rules and script includes as per client requirements.
- Worked on UI actions, client scripts to make user interface more effective.
- Worked on glide ajax to call server-side data to client side.
- Customized workflows as per the business requirements.
- Created data policies as per business needs.
- Worked on flow designer to update the functionality as per requirements.
- Responsible to create service catalog, order guide, record producer.
- Imported data from various data sources to ServiceNow tables using import set & transform maps.
- Created Reference qualifier to filter data on the reference field.
- Written business rules to update work notes on another tables on update of record on other table.
- Made changes to an existing script include to improve performance.
- Created Script actions for the appropriate requirements to run code in the background.
- Created ACL's & query to prevent unauthorized access to records on table.

- **Title**   - ServiceNow Development Project   **6 Months**
- **Technology** - ITSM,CMDB
- **Description** - The project aimed to make changes in ITSM modules as per requirements.

Roles & Responsibilities :

- Created custom tables and added various fields.
- Worked on creation of custom views for existing user form.
- Adding or removing users from groups.
- Deployed developed functionalities to test and production instance using update set.
- Worked on workflow activities.
- Used UI actions to perform various functionality.
- Worked on Dot walking
- Created scheduled imports from Google sheets to custom table.
- Created CMDB Baselines to detect CI changes.
- Configured CI Identifiers to avoid CI duplication from different data sources.
- Created order guides as per business requirements.
- Worked on Service Catalogs.

EDUCATION

Post-Graduation - Master's in Computer Applications (MCA).   *2019-2022*
Savitribai Phule Pune University
Institute of Management & Career Courses (IMCC), Kothrud 411039

Bachelor's Degree - Bachelor of Computer Applications (BCA)   *2016-2019*
Savitribai Phule Pune University
Bhartiya Jain Sanghtana's college of Arts,commerce & Science, Wagholi 412207