GOPIKA RS

ASSOCIATE CONSULTANT

Location: Chennai

Notice Period: 3 months

Mobile:
7338784638

Linguistic abilities:
Tamil, English, Malayalam

Email:
gopikarajendran.s@gmail.com

Marital Status:
Married

OBJECTIVE

A Qualified IT professional with 4 years of experience in IT industry with 3+ year experience in Service Now suite developer and administrator. Experience in configuring applications using Service Now tool, used in ITIL management. Deep functional and technical knowledge of ServiceNow platform as well as experience in developing medium to large-scale Service Now implementations.

EDUCATION

Btech (Computer Science and Engineering)

Mar Baselios College of Engineering and Technology Thiruvananthapuram

Jun 2015 – Apr 2019

78.1% of marks.

KEY SKILLS

ServiceNow: ServiceNow tool, ITSM, HRSD

Programming languages: C, C++

Operating system: Windows, Android

Database: MY SQL

EMPLOYMENT DETAILS

- Associate Consultant: Jan 2023 – Present
  Infosys, Chennai

- Senior Systems Engineer: Jul 2022 – Dec 2022
  Infosys, Chennai

- Systems Engineer: Sept 2020 – Jun 2022
  Infosys, Chennai

- Systems Engineer Trainee: Dec 2019 – Aug 2020
  Infosys, Chennai

CERTIFICATION

- Certified ServiceNow Administrator (External)

- Infosys Certified ServiceNow Administrator

- Infosys Certified ITIL Foundation Associate

- Business Communication Level 8

PROJECT DETAILS

- ✓ **Project: Kraft Heinz**

- Involved in production support for all ServiceNow related issues.
- Moved the update sets to production and handled release management activities.
- Good knowledge of handling and troubleshooting incidents and tasks related to ITSM, HRSD modules.
- Understanding of IT service management (ITSM) and ITIL business process. Maintain a service level agreement (SLA) and monitor an SLA workflow.
- Enhancement and Development in Incident Management, Request Management, Service Catalog management and Workflows.
- Coordinate coding, testing, implementation, integration, and documentation of solution.
- Managing Client script, UI policy, UI actions, Data policy.
- Clone the lower instances from production.
- Integration of ServiceNow and Workday using REST and SOAP modules.
- Work effectively within a SCRUM team and focus on sprint goal delivery.
- Establishes and maintains effective communication with customers, other technology specialist and vendors about services.

- ✓ **Project: Unilever**

- In–depth knowledge of the technical implementation of Change Management, Incident Management, Problem management, Service Catalog, and configuration management.
- Coordinates installation of ServiceNow upgrades, resolving defects and develop a new functionality, enhancement, and correction.
- Investigate performance issues and troubleshoot using the system log to find the root cause of incidents.
- Active participation in daily scrum meetings, regular sprint planning, review, and retrospective meeting.

DECLARATION

I hereby declare that the above-mentioned information is correct to my knowledge, and I bear the responsibility for the correctness of the above-mentioned particulars.

Date:

Place: (GOPIKA RS)