**Summary**

* Seasoned professional with 11+ years’ experience in ServiceNow Consultant and implementation specialist with a deep proficiency in ITOM, ITSM, CMDB, ITAM, Virtual Agent and IT Financial Management.
* Skilled in ServiceNow scripting, with a proven record of delivering innovative solutions to elevate service delivery, ensure compliance, and align with industry best practices. With over a decade of industry experience

**Technical Skills**

* ServiceNow Discovery
* CMDB & IT Asset Management Event management
* IT Service Management
* IT Financial Management REST/SOAP Integrations Service Mapping
* Virtual Agent Designer
* Reporting/ Performance Analytics

**Education**

**West Bengal University of Technology**

Bachelor of technology- Electronics & Instrumentation Engineering.

**Certifications**

* CSA Certified CAD Certified
* CIS-Service Mapping
* CIS-Software Asset Management Pro
* CIS – Discovery
* ITIL 2011 Foundation

**Professional Experience**

**Freelancer Sept 2023- Till date**

**Servicenow Developer**

**Maersk Jan 2020 till Apr 2023**

**Senior ServiceNow Engineer**

**Wipro Sep 2017 till Jan 2020**

**Associate Consultant**

**Infosys Oct 2013 to Sep 2017**

**Software Engineer**

**PROJECTS**

**Companies associated with** : Maersk Lines, Wipro , Infosys

**CMDB Initiatives:**

Designed and orchestrated the deployment of Tanium Service Graph Connector for IT assets, Azure SG Connector, OCI cloud Discovery, ServiceNow Discovery , Inflobox IPAM.

Development of the SCCM graph connector for Hardware asset discovery.

Orchestrated the integration of Qualys for CI discovery.

Spearheaded the design and deployment of CSDM 3.0, optimizing the CMDB structure to align with the Common Service Data Model framework.Mapped Business Services, Service Offerings, Application Services, and Technical Services to ensure comprehensive visibility and traceability within the CMDB.

Implemented Technical Service Offerings and dynamic CI grouping to enhance service management, reporting accuracy, and operational efficiency.

Utilized (IRE) to ensure accurate CI data and eliminate duplicates in the CMDB. Managed Multisource CMDB to consolidate data from multiple sources enhancing the accuracy and reliability of the CMDB.

Leveraged CMDB Workspace & Data Manager Policies to provide a centralized view and management capabilities for all Configuration Items.

Developed and enforced governance policies to maintain CMDB data integrity and compliance with industry standards.

Spearheaded the implementation of IT Financial Management within the customer estate, enabling the finance team to conduct comprehensive cost analyses at every layer of the Data Model in CMDB, adding significant value to the organization.

**Discovery / Service Mapping / Event Management Solutions :**

Developed the architecture and logically segmented the deployment of mid servers for optimal performance.

Architected and designed the integration of ServiceNow Discovery into customer Infrastructure, overseeing nearly 50,000 Configuration Items, encompassing Servers and Network Devices.

Designed and executed the integration of CyberArk for Password Rotation, enhancing security for admin Windows credentials.

Devised and executed Service Mapping across 10+ Business Critical App Services including ML based and Top down approach.

Engineered custom pattern discovery for Network assets.

Led the implementation of Event Management, incorporating SCOM, Datadog, Riverbed, SolarWinds, Azure Monitor, and others.

**ITSM /Platform/ Upgrades implementation:**

Tailored ITSM modules including problem, Incident , change, knowledge Management to meet specific client needs. Implemented multiple ServiceNow upgrades for enhanced functionality and peak performance.

Led the migration initiative from HP Service Manager to ServiceNow, showcasing expertise in orchestrating a seamless transition.

Extensively managed Catalog workflows, Business rules, and Script includes. Executed diverse REST integrations, including ServiceNow with JIRA, SharePoint, Orbus Integration.

Designed and implemented a tailored Survey solution for enhanced customer engagement.

Orchestration to drive automation for critical tasks, including Service down alerts, App service restart, and disk clean-up, streamlining operational efficiency and bolstering service resilience.

**SAM pro Initiative:**

Developed and analysed functional requirements for systems implementations and convert the functional requirements into a ServiceNow SAM solution.

Analysed and resolved license modelling, determining liability calculations, reconciling entitlement with deployment data, optimizing license and determining the usage/ compliance state.

Provides program leadership and direction to ensure IT Asset Management processes, policies, and procedures are in place to meet regulatory, operational, audit and reporting requirements related.

**Virtual Agent project:**

Designed and implemented conversational flows using the ServiceNow Virtual Agent Designer.

Developed and customized topics and utterances to create a tailored Virtual Agent experience.

Integrated Natural Language Understanding (NLU) capabilities to enhance the Virtual Agent's ability to comprehend and respond to user inquiries. Configured and scripted Virtual Agent behavior to align with specific business requirements and processes.

Conducted extensive testing and optimization of Virtual Agent performance using user feedback and analytics.

Provided training and support to end-users and administrators on the effective use and management of the Virtual Agent.

Documented implementation processes and created detailed performance reports for ongoing improvement.