**Curriculum Vitae**

**Personal Information:** Sanket Tatyaso Shinde

Flat No-04, Omkar Apartments,

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sanketshinde1108@outlook.com

Date of birth: 04.06.1992

Nationality: Indian  
Marital Status: Unmarried

**Education:**

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| --- | --- |
| 2010 – 2014 | **Bachelor of Engineering** - **Computer, Pune University** |
| 2009 – 2010 | Higher Secondary Certificate (HSC), Kendriya Vidyalaya |
| 2007 - 2008 | Secondary School Certificate (SSC)*,* Kendriya Vidyalaya |

**Certifications:**

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| --- | --- |
| *ServiceNow* | CIS-Discovery  CIS-Human Resources  Certified Application Developer  Certified System Administrator |
| *ITIL Foundation V3* | ITIL Foundation Certified in IT Service Management |
| *VW Trainings* | Angular 2, Core JAVA, Advanced JAVA, German Level A1 |

**Work Experience:**

07/2019 – Present **Senior Associate, Cognizant Technology Solutions**

* ServiceNow Developer involved in developing ServiceNow solutions for various clients.
* Worked on ServiceNow’s ITOM, HRSD, CMDB and ITSM modules.
* Leading ServiceNow team and taking care of the ratings and appraisal of the direct reports and distribution of work to the individuals.
* Worked on setting up and keeping the CMDB updated through discovery. Creating Service Maps for vital business applications.
* Worked on setting up Case Management, Lifecycle Events for HRSD implementation from scratch.
* Working on Change Requests and enhancements.
* Worked closely with customers to efficiently resolve issues.
* Ensuring compliance with quality standards and best practices

01/2019 – 07/2019 **Application Analyst - 2, VIAVI Solutions**

* ServiceNow Developer involved in developing ServiceNow solutions for VIAVI Global Helpdesk.
* Worked on maintaining and updating the CMDB via discovery.
* Worked on ServiceNow’s ITSM module including Incident, Change and Problem Management.
* Designed and developed workflows, catalogs, surveys, Service Portal (pages and widgets) and reporting solutions in ServiceNow.
* Working on Change Requests and enhancements.
* Worked closely with customers to efficiently resolve issues.
* Ensuring compliance with quality standards and best practices

08/2014 – 01/2019 **Senior Software Engineer, Volkswagen IT Services**

* ServiceNow Developer involved in developing ServiceNow solutions for all the Volkswagen brands.
* Expertise in all phases of Software Development Life Cycle (SDLC) including requirement analysis, design, development, implementation, delivery and troubleshooting.
* Supported ServiceNow projects of varying complexity.
* Evaluated scenarios for using ServiceNow, including the creation of POCs and business cases.
* Worked on ServiceNow’s ITSM module including Incident, Change and Problem Management.
* Designed and developed workflows, catalogs, surveys, Service Portal (pages and widgets) and reporting solutions in ServiceNow.
* Worked closely with customers to efficiently resolve issues.
* Trained and mentored junior developers and engineers.
* Reviewed code and corrected errors.
* Ensuring compliance with quality standards and best practices.

**Project Experience:**

* **“CMP (Cloud Management Project) Automation”**

**Client: ABN-AMRO Clearing Bank**

***Description:***

* ABN AMRO Clearing is recognized as a leading provider for integrated solutions in clearing, execution, custody, financing and risk management across asset classes, on global financial markets.
* The Service Desk Team is the first point of contact in case of any disruption in services to any stakeholder from around the globe.
* ServiceNow is the tool chosen for the ITIL processes and CMDB.
* Apart from supporting ITSM processes, CMDB acts a source of truth for Cognizant’s billing to AACB.
* Discovery is used to keep the CMDB updated.

***Responsibilities:***

* Leading the ServiceNow Team involved in ITOM and ITSM implementation and support.
* Involved in SCRUM meetings/calls and Sprint discussions.
* Setting up discovery to keep the CMDB updated.
* Created Discovery schedules, credentials, behaviors, setting up mid-servers in the client network.
* Customizing patterns to discovery newly added fields in various CI classes.
* Enabling Amazon AWS and VCenter discovery to discover mainly Windows and Linux servers.
* Making sure the CMDB Health is in a good shape by taking care of the duplicate Ci’s and maintaining correct relationships.
* Used ServiceNow Incident, Change and Problem Management modules to implement ITSM solution.
* Working on day-to-day incidents assigned to ServiceNow group.
* Working on Change Requests and enhancements in existing ITSM implementation.
* Interact with other developers and end users to design and implement the requested changes.
* Resolving unit test and peer test defects.
* Demonstrating the developed story to the clients.
* Creation of tasks and staging of the application from Dev Instance to Production Instance.
* **“Reimagine HR”**

**Client: Royal Bank of Canada**

***Description:***

* RBC is one of Canada's largest banks and one of the largest banks in the world, based on market capitalization.
* Reimagine HR is a program undertaken to transform HR and replacing its existing Global Human Resources system.
* ServiceNow is the tool chosen for Case Management and Knowledge Management.
* Three Level HR escalation matrix for various HR cases.
* Integration with SuccessFactors for HR Profile and various Virtual Agent topics.

***Responsibilities:***

* Part of the ServiceNow Team involved in HRSD implementation and support from scratch.
* Involved in SCRUM meetings/calls and Sprint discussions.
* Developed the record producers, HR Services, SLAs and Lifecycle Events.
* Working on day-to-day tasks assigned to ServiceNow group.
* Worked on Change Requests and enhancements in the existing implementation.
* Worked on tweaking OOTB Employee Service Centre.
* Interact with other developers and end users to design and implement the requested changes.
* Resolving unit test and peer test defects.
* Demonstrating the developed story to the clients.
* Creation of tasks and staging of the application from Dev Instance to Quality and from Quality Instance to Production Instance.
* **“ITSM (Incident, Problem and Change Management) Implementation”**

**Global Helpdesk (VIAVI Solutions)**

***Description:***

* Viavi Solutions, is a [San Jose, California](https://en.wikipedia.org/wiki/San_Jose,_California)-based network test, measurement and [assurance](https://en.wikipedia.org/wiki/Assurance_(computer_networking)) technology company.
* The company manufactures testing and monitoring equipment for networks. It also develops optical technology used for a range of applications including material quality control, currency anti-counterfeiting and 3D motion sensing.
* The Global Helpdesk Team is the first point of contact in case of any disruption in services to any stakeholder from around the globe.
* All day-to-day incidents are lodged and assigned in ServiceNow and subsequent changes and problems management also takes place in ServiceNow.

***Responsibilities:***

* Part of the ServiceNow Team involved in ITSM implementation and support at VIAVI Solutions.
* Involved in SCRUM meetings/calls and Sprint discussions.
* Worked on day-to-day incidents assigned to ServiceNow group.
* Worked on Change Requests and enhancements in existing ITSM implementation.
* Created Discovery schedules, credentials, behaviors, setting up mid-servers in the client network.
* Customizing patterns to discovery newly added fields in various CI classes
* Making sure the CMDB Health is in a good shape by taking care of the duplicate Ci’s and maintaining correct relationships
* Worked on creating Corporate Self Service page in Service Portal.
* Interact with other developers and end users to design and implement the requested changes.
* Resolving unit test and peer test defects.
* Demonstrating the developed story to the clients.
* Creation of AMS tasks and staging of the application from Dev Instance to Quality and from Quality Instance to Production Instance.
* **“Digital Investments Approval”**

**VW Global Finance Department (CFO)**

***Description:***

* The VW Global Finance Department (headed by CFO, VW Group) is concerned with all the finance and budget related operations of the entire VW group involving all the 12 brands.
* “Digital Investments Approval” is a huge process which involves 15 stages of approvals, money related calculations and entry and updating of huge sums of money and the impact of this service is very high and hence is very critical project.
* The application is now used by the IAM Department for approving and maintaining budget requests from different departments of various brands from all over the globe.
* The application is developed using ServiceNow (Application) and designed using HTML, CSS and Bootstrap.
* Previously Microsoft Excel was used to perform all these operations and calculations. But due to difficulty in maintenance and auditing process, digitalization was requested by the Finance Department Head.

***Responsibilities:***

* Onsite VWITS representative for requirement gathering and development.
* Involved in SCRUM meetings/calls and Sprint discussions.
* Involved in designing the user interface, UI requirements and converting findings into UI designs.
* Used ServiceNow Custom Application to create this complex application.
* Worked with CSS and bootstrap to create responsive web pages for different approval levels.
* Developed the workflow for all the approval stages based on UI Actions.
* Mentored/guided new members and freshers.
* Interact with other developers and end users to design and implement the application.
* Resolving unit test and peer test defects.
* Demonstrating the developed story to the clients.
* Resolving the UAT defects.
* Creation of AMS tasks and staging of the application from Dev Instance to Quality and from Quality Instance to Production Instance.
* Involved in the after go-live support for the application.
* Worked on CRs, defects and enhancements.
* **“Tacticals Requests and Tacticals Claims Process”**

**Audi Volkswagen Middle East (AVME)**

***Description:***

* AVME is a National Sales Center (NSC) which handles all the revenue related operations in the Middle East.
* AVME is a single NSC which covers all the dealerships in around 10-12 cities/regions in the Middle East.
* Tacticals Requests and Tacticals Claims Process involves various approval stages and background calculations.
* “Tacticals Requests” helps AVME NSC in creating campaigns during various times of the year.
* Upon the creation of campaign, the “Tacticals Claims” process comes into the picture. The dealers from different cities/regions from Middle East then claims for the expenses which were made by them under a particular campaign created using “Tacticals Requests”.
* Two different catalog items for both the processes were created. Also many custom tables were created to store and retrieve data from and to the catalog items.

***Responsibilities:***

* Onsite VWITS representative for requirement gathering and development.
* Created and tracked SDLC stories and defects for the catalog items.
* Used ServiceNow catalog items to fulfill the requirement from the customer.
* Various custom tables for maintaining campaigns, claims and budgets were created in the backend.
* Developed the workflow for both the catalog items and integrated with their finance system through REST APIs.
* Creation of AMS tasks and staging of the application from Dev Instance to Quality and from Quality Instance to Production Instance.
* Created the required notifications for the catalog items.
* Interacted with other developers and end users to design and implement the application.
* Resolving unit test and peer test defects.
* Demonstrating the developed story to the clients.
* Resolving the UAT defects.
* Involved in the after go-live support for the application.
* Worked on CRs, defects and enhancements.

**Professional Skills:** ServiceNow ITOM (Discovery and Service Mapping), CMDB, ServiceNow HRSD, ServiceNow ITSM, JavaScript, Bootstrap, HTML, CSS, Application Development, Workflow, Service Catalog, Order Guides, REST APIs and SOAP, Requirements Gathering, Project Planning.

**Linguistic Proficiency:**

*English:* Fluent in spoken and written

*German:* Basic (Attended German A1 trainings held in VW)

*Hindi:* Fluent in spoken and written

*Marathi:*  Fluent in spoken and written (Mother Tongue)

**Achievements:**

* Awarded “Achievers” award for the outstanding performance and valuable contribution in “AVME Services”.
* Awarded “Achievers” award for the outstanding performance and valuable contribution in “LMS”.
* “Star of the Month” award for the outstanding work in “CMS”.

**Other Interests:**

* Playing Cricket, listening to music.