# Mansi Tomer

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## Education

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|---|---|
| **M.Tech**, AI | Indian Institute of Science (IISc), Bangalore | 2024-2026 |
| **B.Tech**, IT | Bharat Institute of Technology, Meerut | CGPA: **80.68**/100 | 2015-2019 |
| **Class** $12^{th}$ | Presidency Public School | Percentage: **87.40** | 2014-2015 |
| **Class** $10^{th}$ | Presidency Public School | Percentage: **9.20** | 2012-2013 |

## Technical Skills

**Programming Languages:** Python, C/C++, Javascript

## Courseworks

Stochastic Models and Applications , Machine Learning for Signal Processing, Introduction to Natural Language Processing

## Industry Experience

**Tata Consultancy Services (TCS)** India | **Full Time** (Developer, Admin, Support)      2019-2024
SERVICENOW DEVELOPER

- **Developed and Customized ServiceNow Applications:** Scripting languages used are JavaScript and CSS.
- **ITSM, ITOM, and ITBM Implementation:** Worked on modules like Incident, Problem and Change Management, Service Catalog, CMDB etc.
- **Scripted Business Rules, UI Actions, and Workflows:** Created and maintained business rules, client scripts, UI actions, and workflows to automate processes and streamline operations within ServiceNow.
- **Reporting and Dashboards:** Developed reports, performance analytics, and custom dashboards to help stakeholders gain insights into service performance and trends.
- **Application Security & Access Control:** Configured and managed security roles, ACLs (Access Control Lists), and ensured proper access control within ServiceNow.
- **Upgrades & Maintenance:** Led upgrade activities for ServiceNow instances, ensuring smooth transitions from older versions while ensuring minimal disruption to business operations.
- **Agile & DevOps Collaboration:** Worked closely with Agile teams to deliver features in iterative cycles. Collaborated with cross-functional teams and stakeholders to gather requirements and implement solutions.
- **Testing and Debugging:** Conducted unit testing, debugged issues, and performed code reviews to ensure high-quality, error-free deliverables.
- **User Support & Training:** Provided ongoing support, troubleshooting, and training to end-users to ensure proper use of the ServiceNow platform and its features.

## Achievements

- Branch Topper in B.Tech in each semester
- AIR-593 GATE CSE

## Position of Responsibilities

- Deputy Head Member, Event Management Club in B.Tech

## Certifications

Core Java, C/C++, Android