Prasad Shelar

ServiceNow Senior Developer

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EXPERIENCE

- ○ ***ThirdEra (Pune, Maharashtra)***   (**Dec 2025 - Current**)
- - ServiceNow: Senior Consultant
- ○ Platform, Integration, ITSM, ITOM, etc
- ○ ***Deloitte India (Pune, Maharashtra)***   (**April 2022 – Dec 2023**)
- - ServiceNow: Senior Consultant
  - Led projects on Integration, ITSM, CSM, and Service Portal development, showcasing innovative solutions in ServiceNow.
  - Developed Plaid integration for customer finance details and ACHWorks integration for transactions as part of the Australian Payment Plus Project; integrated Google Cloud Translator and REST/SOAP-based ServiceNow instances.
  - Customized the CSM Portal with branding, role-based access, automation flows, and developed a secure service catalog.
  - Implemented ITAM, generating reports for non-active assets/CI, expiring contracts, and license usage; customized Software Asset Workspace, Software Licenses table, and import sets.
  - Led the implementation and customization of ServiceNow SPM, optimizing portfolio management, resource allocation, and project efficiency.
  - Enhanced out-of-the-box modules, built widgets, customized tables, and implemented a role-based Knowledge Base.
  - Configured scheduled jobs, reports, notifications, and developed workflows and scripts, focusing on user-friendly design and efficiency.
  - Developed multilingual ServiceNow portals (Marathi, Hindi, Telugu) with dynamic translation and third-party integration.
  - Delivered the Advanced Digital Health (ADH) project, integrating third-party systems, and conducted knowledge transfer sessions.
  - Proficient in server-side and client-side scripting, branding, documentation, and training to facilitate effective project management.
  - Skilled in configuring ServiceNow features, gathering requirements, conducting interviews, ensuring smooth deployments, and maintaining system reliability with testing and documentation.
  - Consistently recognized for delivering high-quality results and fostering team collaboration.

- ○ ***T-systems India Pvt Ltd (Pune, Maharashtra)***   (**Oct 2019 – April 2022**)
- - ServiceNow: Associate Consultant
  - Expertise in ServiceNow modules, including ITSM, ITBM, and Integration, with a deep understanding of system functionality.
  - Designed and developed service catalog for large-scale customers, covering access, data management, cloud services, security, and network services.
  - Skilled in client-side (UI Policies, Client Scripts) and server-side scripting (Business Rules, Flow Designer, Script Includes) for customizing and extending ServiceNow functionalities.
  - Proficient in configuring email notifications, managing system properties, and handling data load activities using import sets and transform maps across multiple instances.
  - Integrated ServiceNow with cloud application (NSO) using scripted REST APIs, with hands-on experience in integrations such as Snow-Snow, Snow-WhatsApp, and Snow-Climate Data.
  - Strong command of JavaScript for extending platform capabilities and experienced in testing APIs using Postman.
  - Gathered and validated business requirements, aligning with organizational goals and enhancing project workflows.
  - Experienced in managing code migration across environments using Update Sets and XML, ensuring smooth deployments.
  - Adept at troubleshooting issues and delivering effective solutions, with a focus on clear technical documentation and knowledge transfer.
  - Worked efficiently in Scrum teams, ensuring sprint goal delivery and collaboration in agile environments.
  - Six months of experience with BMC Remedy as a request fulfilment platform.

PROJECTS

- **Deloitte India**
  - **ITSM/ITAM and Integration - Finance - (Australian Payment Plus)**
    - Leads the design and implementation of ITSM solutions, optimizing Incident, Change, Problem, and Knowledge Management. Developed custom ITSM solutions and configured the Service Catalog with strategic plugin installations to enhance efficiency. Contributed to the Australian Payment Plus Project, focusing on payment workflows and compliance. Implemented Plaid integration to bring customer finance details and ACHWorks integration to send transactions to customers' accounts. Additionally, implemented ITAM, generating reports for non-active assets/CI and expiring contracts. Customized Software Asset Workspace, Software Licenses table, and import sets for contracts. Enabled multicurrency support, customized the ESP portal, and created custom tables to extend functionality.
  - **Ministry of External Affairs - Public Sector - (Internal)**
    - Designed and developed a Ministry of External Affairs application with Registration page, Chatbot, Agent workspace, Record producer, Google Cloud translation integration for multilingual platform, and PDF integration, mirroring the Indian Ministry of External Affairs website.
  - **Future Workspace (Genpact India)**
    - I led the creation of a Service Portal application for tracking and managing the vaccination status of Genpact employees worldwide, leveraging various ServiceNow modules and features to create a Service Portal with reporting, email notifications, data loading, and delegation capabilities.
  - **Delivery Health Dashboard (Genpact India)**
    - I created a user-friendly global application delivery health dashboard in ServiceNow for Genpact India, featuring report distribution, runtime emails, data management, and delegation using various ServiceNow development modules and configurations.
  - **Project Portfolio Management (Genpact India)**
    - I spearheaded the installation, customization, and demonstration of the ServiceNow PPM (Project Portfolio Management) application for Genpact India. This comprehensive solution encompassed vital functionalities, including portfolio management, resource allocation, cost tracking, demand management, innovation management, timecard management, fiscal calendar integration, and more.

- **T-systems India**
  - **FCI - Future cloud Infrastructure - Cloud Infrastructure Sectors**
    - Successfully delivered a service catalog, took ownership of the Managed SDDC product line, ensured quality products through daily collaboration with stakeholders, integrated ServiceNow with other cloud applications, and automated catalog items using workflows.
  - **LegacyIT**
    - Delivered a customized service catalog with UI enhancements and ILOR mappings to seamlessly transfer request details to the BMC Remedy tool for efficient request fulfilment, meeting customer requirements.
  - **Automobile Enabler Application - Automobile Industry**
    - Developed an end-to-end solution for the automobile industry, including modifications to the ITSM incident module, client script implementation for assignment group categorization, and documentation maintenance.
  - **BAT – British American Tobacco - Global Corporation**
    - Delivered a global service catalog, spanning regions including Frankfurt, Houston, Munich, and Magdeburg, featuring catalog items with INSTALL, CHANGE, and DISPOSE service types, while utilizing a CMDB for service maintenance and overseeing import activities and overall product management for customers.
  - **ISP – Internal Service Portal - Telecom Sector**
    - Created a Service portal for T-Systems that streamlined Access Management and Master Data Management through an automated request fulfilment flow designer while configuring real-time email notifications for enhanced communication.

EDUCATION

Course	Institute	Percentage
Master of Computer Science (2019-2021)	Dr. D. Y. Patil, Computer Science College, Pune, MH	86.10

Bachelor of Computer Science (2016-2019)	Dr. D. Y. Patil, ACS College, Pune, MH	75.05

CERTIFICATIONS

1.	ServiceNow CIS – ITSM	2025
2.	ServiceNow Certified Application Developer	2023
3.	ServiceNow CIS – ITSM	2023
4.	Micro Certification – Citizen Developer Application Creator	2022
5.	ServiceNow System Administrator (CSA)	2021
6.	Micro-Certification – Integration Hub	2021
7.	Micro-Certification - Flow Designer - 2021	2021
8.	Advanced JavaScript Certificate – 2021	2021
9.	ITIL Foundation v4 Certificate in ITSM – 2020	2020

ACCOMPLISHMENTS

- Earned the 2023 ServiceNow Now Community Rising Star Award and 2024 ServiceNow Now Community Rising Star Award in recognition of exceptional contributions and leadership within the ServiceNow community.
- Won 3rd prize in the 'Hackathon Automation' competition which was organized by Automation team T-systems in 2020.
- Won 1st prize in a programming competition in 2018 which was organized by Dr. D. Y. Patil College.

SUMMARY

Experienced ServiceNow Senior Consultant with expertise in ITSM, CMDB, SAM, Custom Application and Integration, delivering innovative solutions for diverse industries. Led projects including ITSM/CSM implementations, Plaid and ACHWorks integrations, and customized ServiceNow applications for clients such as Australian Payment Plus, and Genpact India. Proficient in client-side and server-side scripting, ETL, service portal, workflow/flow automation, and service catalog development. Successfully integrated ServiceNow with cloud applications using REST/SOAP APIs. Skilled in ITAM, generating reports, managing data migrations, and optimizing service portals with dynamic multilingual support. Recognized for technical leadership, collaboration, and consistently delivering high-quality results. Holds multiple certifications, including ServiceNow CAD, CIS-ITSM, and ITIL v4. Awarded the ServiceNow Rising Star Award in 2023 and 2024 for community contributions.

SKILLS

ITSM, CSM, Service Portal, JavaScript, Flow Designer, Integration Hub, REST/SOAP APIs, Service Catalog, Automation, CMDB, Integration, Notifications, Tables, Data Migration, Client-side Scripting, Server-side Scripting, Postman, Agile, Scrum, ITIL, Knowledge Base, Asset Management, Incident Management, Change Management, Problem Management.

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