**Parag Sonawane**

### SUMMARY:

* ServiceNow Certified System Administrator
* Service Now Developer with 2+ years of experience in Information Technology
* Having good knowledge on ITIL concepts and strong experience on implementing ITSM platform Service Now
* Deep expertise and experience in configuring SLA, Client Scripts, UI Policy, Workflows, email notifications, reports and gauges, scheduled jobs, background scripts, access controls, import sets, migration of update sets between different environments of Service-Now
* Having good experience in HTML, CSS, Java Scripting to create user interface and implement business logic in ServiceNow
* Experience of each SDLC phase for Service Now projects involving Requirement Analysis, Solution development, Service Now configuration, Testing, Documentation, End User Training and production support
* Expertise in Service Now modules like Incident, Problem, Change, Service Catalog, CMDB, Survey Management Modules
* Having good knowledge of Service Portal and CMS in Service Now.
* Good Experience on **SDLC** phases like Requirement Analysis, Solution development, configuration, Testing, Documentation, End User Training and production support.
* Comfortable working with geographically dispersed offshore and cross-functional teams
* Quick learner who can adapt to new responsibilities
* Excellent interpersonal, communication and organizational skills with proven abilities as a team player

### EDUCATION QUALIFICATIONS

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| Bachelor of Engineering in Electronics Technology from Atharva College of Enginering. Mumbai (MU) with First Class (63.7%) |

### CERTIFICATIONS & COURSES

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| * ServiceNow Certified System Administrator * ITIL V3 certified (Internal) * Trained in Agile Methodology |

### TECHNICAL EXPERIENCE:

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| **LANGUAGES:** | **Java** |
| OPERATING SYSTEM: | **Windows** |
| **TOOLS:** | **Service-Now** |
| **JAVA TECHNOLOGIES** | **HTML, CSS, Web services, Java Scripts** |

### PROFESSIONAL EXPERIENCE:

### Major Assignments:

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| --- | --- |
| (10 – 2015) To (02– 2016) | |
| **Project:** | Implementation of Security Management Process |
| **Client** | US Based Insurance Company |
| **Environment:** | Service Now |
| **Role:** | Developer |

Client would like to implement the process where security related incidents can be locked & resolved by maintaining the data confidentiality. ServiceNow tool was identified to implement the process.

Keeping the business requirements we have opted to implement this by using ServiceNow Scoped application feature and achieved requirements. Access has been granted based on role. Any user can raise & track the security incident in system.

**Job Responsibilities:**

* Requirement analysis
* Configuration of objects (table/module/application) in ServiceNow tool
* Testing of implemented process
* Establish integration with other processes
* Functional Testing
* Prepare documents like Form details, Technical Documentation, End User Guide, Test cases

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| (02 – 2016) To Till Date | |
| **Project:** | Implementation of ServiceNow for ITSM processes |
| **Client** | Global Multinational Insurance Brokerage Company |
| **Environment:** | Service Now |
| **Role:** | Senior Developer |

Project requirement was development and delivery of IT Services Management (ITSM) solutions based on ITIL best practices that focused on the people, process, and technology perspectives of providing business solutions within the IT infrastructure in Service Now. My role in the project is developer to work on Process configuration. I have configured applications like Incident, Problem, Change and Service Catalog. Followed the best practice to develop & configured the applications. I lead the team which was responsible for the post-production support to these applications. I am currently working on enhancements to configure the SDLC process with business.

**Job Responsibilities:**

* Analysis of requirement and share the development efforts.
* Preparation of Technical Specifications.
* Configuration and Administration of ServiceNow modules
* Configuration of objects like workflow creation, Server and client side scripting, Macros, Scheduled job and reporting, SLA and Catalog management, Server and Client Side Security through ACL, Business rules, UI Policy and Client Scripts.
* Integration ServiceNow with third party applications using SOAP, REST Web services and databases using Data Sources
* Functional and integration testing
* Preparing documentation like Form details, Technical Documentation, End User Guide, Test cases
* Deploying ServiceNow objects on production
* Conducting End User Training

### AWARDS & ACHIEVEMENTS:

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| **Month - Year** | **Awards & Achievements** |
| April 2016 | **Best Team Award** from the organization (Capgemini) |