

Akanksha Kadam

ServiceNow Developer

Looking for a challenging role in a reputable organization to utilize my technical, database, and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector. Effective with time management and critical thinking skills. Over the last one year, I have developed skill sets for working under deadlines and wish to showcase my experience and skills for future responsibilities.



✉ akankshakadam15@gmail.com

📞 9545222855

📍 Pune

WORK EXPERIENCE

ServiceNow Developer

Cloudaction Technology Services Pvt. Ltd

Pune

TECHNOLOGY EXPERIENCE

- Experience in Configuration of different modules of ServiceNow
- ServiceNow applications implemented: Incident, Problem, Change, Service Catalog, Configuration management
- UI Policy, UI Scripts, UI Macro, UI Action, Data Policy
- Experience on migration of changes using Update Set & Xml
- Business rules, Client script, Script Include, Scheduled Job
- Configured SLA's, Priority look up rules, Assignment lookup rules, ACL
- Workflow Activity, Notifications/Emails, Reports
- Worked on configuring Service portal, Themes, Pages, Widgets
- Experience integrating ServiceNow to Salesforce
- Experience integrating Single Sign-On (SSO) with ServiceNow
- Worked with Automated test framework for ITSM modules
- Working knowledge of JavaScript, CSS, AJAX and HTML5 for responsive design

EDUCATION

Centre for Development of advance computing (C-DAC)

CDAC Pune

2018

Bachelor of Engineering (B.E. - E & C)

Dr. Babasaheb Ambedkar Marathwada University

07/2013 - 07/2017

Higher Secondary School

Maharashtra State Board

2013

Secondary School Certificate

Maharashtra State Board

2011

SKILLS

ServiceNow

ITSM

JavaScript

HTML

XML

SQL

C++

Core Java

PROJECTS

Cloudaction Internal Project

Working Responsibility : Modifying the existing service catalog items, Import/Export data into the instance., Creation of UI policies and UI Actions, Configure and design forms and fields, Working as a developer on new requirements.

Leading Aviation Organization

Working Responsibility : Various developments and enhancements on ITSM and integrations with third party tool, Writing client scripts to meet customer's requirements, Create and use update sets to move customizations between instances.

CERTIFICATES

ServiceNow - Certified System Administrator

LANGUAGES

English

Professional Working Proficiency

Hindi

Professional Working Proficiency

Marathi

Native or Bilingual Proficiency

INTERESTS

Painting

Travelling

Dancing

Listening music

Paper craft