

**Name** : **SAIKUMAR KAKE**  
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### **CAREER VISION**

Seeking for Entry level position in Servicenow, to utilize my skills and abilities in the information technology industry that offer professional growth while being resourceful, innovative and flexible.

### **EDUCATIONAL QUALIFICATION**

- Completed B.Tech (Mechanical Dept) from GURUKUL KANGRI UNIVERSITY , in the year of 2023(Grade:8.53).
- Trained and got real time experience at ucs infotech.

### **PROFILE SUMMARY**

- Extensive experience on technical implementation of various Service Now modules such as Incident Management, Problem Management, change management, Service Catalog
- Creation of application modules, tables, forms, links and usage of personalized form layout, dictionary, UI policies, UI actions, data policies, business rules and client scripts.
- Build reports and home pages.
- Experience in creating Email notifications and Email scripts.
- Reporting, report scheduling, import/export data.
- Use of record producers to create records on specified tables.
- Implementation experience of IT Service Management.
- Experience in creating reports like list reports and scheduling reports.
- Experience in creation of record producer, order guide and catalog item using variable and variable sets.
- Creating transform maps and import sets for uploading bulk data through sheets.
- Using workflow editor for creation and customization of complex and custom workflow activities using workflow editor.
- Defined users, groups and roles by providing access permissions.
- Validating form and table level using UI policies.
- Written client script to display or hide the fields based on some conditions to generate alerts to user help.
- Create and use update sets to move customizations between systems.
- Update sets to move customization from development to production instance.
- Depending on any other requirement for the knowledge bases, help with additional task such as configuring knowledge homepages and creation categories and subcategories for knowledge base.
- Knowledge on integrating service now with third party tools and implementation of Rest API.
- I have hands-on experience on cloning process.

### **TECHNICAL SKILLS**

- Primary Skills : Servicenow, ITSM
- Scripting Languages : PYTHON, HTML, CSS, JavaScript.

**Declaration:**

I hereby declare that statements made in the above are true complete and correct to the best of my knowledge and belief.

***Place : Hyderabad***

***SAIKUMAR KAKE***

***Date :***

***Address : Eklaapur(vill), ieeja(md), jogulamba Gadwal(dist), Telangana, pincode(509127).***