



## Pratham Nahar

ServiceNow Developer

### SUMMARY

- 3+ years of work experience in IT on ServiceNow MuleSoft, JAVA technologies
- Has knowledge about the end-to-end life cycle of implementing project from requirements analysis to designing, coding, testing, debugging, data handling and routing implementation leveraging MuleSoft and JAVA technologies.
- Upskilled into ServiceNow through cross-training and natural progression with working knowledge of leading workflow tools and customer service exposure.
- Experienced in building end to end user interfaces, integration testing, data transfer between cloud and the interfaces, data encryption, automated mailing services, APIs

### CERTIFICATIONS/SKILLS



- ServiceNow – Certified Customer Service Administrator
- ServiceNow CIS-ITSM certified.
- Micro-certification – virtual agent.
- Micro-certification –predictive intelligence.
- Micro-certification –performance analytics.

### KEY ROLES



- Hands-on developer and reviewer
- Experience in working in an agile environment following agile practices
- Solve complex business problems by engineering existing platform features configuration
- Creating Flows for Catalog Items

### SKILLS



- Technologies/ Languages: ServiceNow, JAVA, Spring Boot, Spring Security, MuleSoft, HTML, CSS, Bootstrap.
- Databases – MySQL, Mongo DB
- API – Creation, Management, Security
- Data/Enterprise – Integration, Handling, Encryption & Routing
- Incident Management, Change Management, Problem Management, Knowledge Management

### RELEVANT EXPERIENCE



#### Skills developed in ServiceNow

- Good Knowledge about Incident Management, Change Management, Knowledge Management and ITSM Process.
- Good knowledge on ITIL Standards and ITSM Process
- Proficiently configure UI policies, Data Policies, Business Rules, and Client Scripting, showcasing adept design, configuration, and customization skills on the ServiceNow platform.
- Expertly configure applications and modules, adeptly manage data, skillfully create comprehensive reports and dashboards, and consistently maintain and enhance the instance to ensure optimal performance and functionality.
- Possess good knowledge on Customer Service Management module as well. Created customer service catalog items, customer service knowledge articles, customer service reports and surveys. Explored service Integrations.
- **IT4IT Project for Large Auto Conglomerate in France** : Learned about ITIL processes for incident/problem, knowledge management, agile development, performance analytics, data imports into CMDB CI tables and establishing relationship between them.
  - I took on the **development of several important User Stories**, them successfully within tight deadlines.
  - Followed **best development and deployment practices** as defined by the Technical Lead and Architect, ensuring alignment with project standards.
- **POC**: Worked on building an end to end application where a case is created from the virtual agent by contacting live agent support .Then the agent assigned will ask the user to fill his personal details and his medical info which will be autopiloted through the topics which I created by using virtual designer. Also stored the chat conversations between the user and agent so that no data is lost and can be referred in future.