B. TECH INFORMATION TECHNOLOGY ENGINEERING

Name – **MAYUR SANTOSH HAJARE**

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**OBJECTIVE**

Towards the growth of the organization with smart work and dedication.

**Experience**

**Senior Associate**

**Genpact**

**June 12, 2023 – Present**

- **ServiceNow Expertise**:

- Implemented and managed ServiceNow solutions to streamline IT service management and enhance business processes.

- Successfully completed ServiceNow certifications, including Certified System Administrator (CSA) and Certified Service Management (CSM).

**- Unqork Training:**

- Trained in Unqork platform, enhancing the ability to develop and deploy complex applications without traditional coding.

- **Project Contributions:**

- Led multiple projects to optimize workflow automation and improve service delivery.

- Collaborated with cross-functional teams to identify and resolve technical issues, ensuring seamless operation of ServiceNow applications.

- **Key Achievements**:

- Reduced incident resolution time by 30% through the effective implementation of ServiceNow Incident Management module.

- Enhanced user satisfaction by 25% by developing customized ServiceNow dashboards and reports tailored to client needs.

**EDUCATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree** | **Institute** | **Board/University** | **Year** | **Percentage/**  **CGPA** |
| B Tech | SVKM’s Institute of Technology  Dhule | DBATU | 2023 | 9.25 CGPA |
| Diploma | S.S.V.P.V.S Polytechnic, Dhule | MSBTE | 2020 | 83.31% |
| SSC | K.S.K. New City High School | SSC | 2017 | 65.40% |

**TECHNICALSKILLS**

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| --- | --- | --- |
| **Domain** | **Proficient In** | **Familiar with** |
| Languages | C, Java, ServiceNow, Virtual Reality, Augmented Reality | Java |
| Software | Android Studio, unity, VS studio, IntelliJ IDEA  Community Edition 2021.2.3 | -- |
| Databases like | SQL | -- |

**PROJECTS/SEMINAR/PRESENTATION**

|  |  |  |
| --- | --- | --- |
| **Project Title** | **Platform Used** | **Brief Description** |
| Crypt-Cloud | Android Studio | File sharing app using Encryption over cloud |
| Note-Drive | Android Studio | Note app with encryption and cloud support |
| Model  visualization using AR | Unity Editor | Shows AR model for book |
| Interview Simulation Using Virtual Reality | Unity Editor | Interview Simulation made for student for the training purpose and for the experience. |

**TRAININGAND WORKSHOPS**

* Workshop on Salesforce Technology
* Workshop on JAVA Technology (IDBI Intech)

**EXTRACURRICULARACTIVITIESANDINTERESTS**

|  |  |
| --- | --- |
| **Courses** | * Certified System Administrator (CSA) * **Customer Service Management** (**CSM**) * Introduction to AR AND VR and Coding with 3D worlds (iHUB Divya Sampark at IIT Roorkee) * JAVA For Android (Coursera) |