

# ROOPAL SHARMA

E-mail - [Roopalsharma701@gmail.com](mailto:Roopalsharma701@gmail.com)

Contact No. – 7619703790

## OBJECTIVE

To get an opportunity where I can make the best of my potential and contribute to the organization's growth.

## PROFESSIONAL SUMMARY

---

- ServiceNow **Certified System Administrator.**
- Having 2+ Years of Experience in Service Now Development and Administration.
- Experience in ITSM modules like **Incident Management and Problem Management, Change Management, and service catalogs.**
- Worked on **Creating Client-side and Server-side scripting.**
- Worked on **Creating UI Policies, Data Policies, and UI Actions.**
- Worked on **Service level agreements.**
- Experience in Creating Custom Tables and Applications.
- Experience in creating **Email Notifications.**
- Worked on Inbound Email actions.
- Experience in **Creating Users and Roles and Groups.**
- Experience in **Transform Maps and Update Sets and ACLs.**
- Worked on **Import Sets using Transform maps.**
- Good interaction with managers, and team members to coordinate tasks and a strong commitment to work.
- Interacting with customers' business and technical teams to understand the business requirements and translate them into technical solutions.
- Worked on agile methodology.
- Worked on JavaScript, HTML, CSS
- Worked on Service Portal.

## MLE systems:

**Position:** Software Engineer

**Deputed at:** Entry point (Client)

**Project:** Aqua sports

**Environment:** ServiceNow, Service Portal, JavaScript, HTML, CSS

**Duration:** January 22- January'23

### Description:

- Entry Point is an IT Services and IT Consulting Company, operating in Modi'in, Israel.
- In this project as a developer I am responsible for the Working on Service Portal and ServiceNow ITSM works.

### Responsibilities:

- Creation of **Users, groups, and, roles.**
- Customizing forms, lists, and choices for Idea, Demand, and Project modules based on the Requirement.

- Importing data into service-now by using an import set.
- Used **ACL** for controlling security mechanisms in service now and service catalogs
- Worked with **Service Level Agreement (SLA)**
- Created **Email Notifications**
- Worked on **Client scripts, Business Rules, and the script includes** customization of forms.
- Worked on **UI policies and data policies**
- Creating **variables and workflows for the catalogs**
- Adding and deleting User criteria for the catalogs depends on the requirement
- Worked on Widget Creation and adding widgets to pages
- Creation of Pages in the service portal

## TECHNICAL & KEY SKILLS

- **Operating system:** Windows, Ubuntu
- **Tools:** Service Now (ITSM, HRSD)
- **Software methodology:** Agile, Scrum
- Service Portal
- **Languages:** HTML, CSS.
- **Scripting:** JavaScript.
- **Database:** No SQL
- **Environment:** node js
- Good Communication and Collaboration skills.
- Ability to adapt and learn new technologies.

## QUALIFICATION and CERTIFICATION

**Certified System Administrator (CSA)**  
ServiceNow- Tokyo Version

**Cisco Certified Network Associate Training**

**Information Technology Engineering (RTU)**  
Arya Institute of Engineering and Technology, Kukas, Rajasthan

**2017 – 2021**

**Intermediate (CBSE)**  
Maheshwari Public School, Jaipur, Rajasthan

## INDIVIDUAL PROJECT

---

- **Name:** - Personal portfolio
- **Library used:** - React js.
  - **Language:** HTML, CSS, CSS framework (Bootstrap)
  - **Scripting:** JavaScript