

Ritwik Chatterjee

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Overview

Sr. ServiceNow Developer with 7+ years of overall experience working with clients across Retail, FMCG, BFSI and Manufacturing sectors. Adept in end-to-end development of servicenow solutions right from requirement analysis, system study, designing, coding, testing, documentation, implementation using diverse technologies and deployment.

Expertised in migrating legacy and manual business applications / processes into automated solutions and providing seamless cloud services experience using the NOW platform. Having experience in implementing ServiceNow for multiple product lines he has helped customers in digital transformation of their businesses with ServiceNow.

Work Experience

Sr. ServiceNow Developer/Consultant at IBM India Pvt. Ltd.

June 2023 – Current
Kolkata, India

- Setup hardware discovery for devices belonging to multiple data centres and troubleshoot discovery issues pertaining to credentials, access, firewalls, connections, ports etc.
- Built PA dashboards to monitor CIs missing important attributes or not getting discovered for the past 30 days or never getting discovered at all.
- Setup Universal Request to provide end users a convenient a single request experience and thus empowering customers in their journey towards Enterprise Service Management (ESM).

Sr. ServiceNow Developer/Technical Architect at Lexmark International (India) Pvt. Ltd.

Nov 2021 – May 2023
Kolkata, India

- Responsible for eliciting and elaborating business requirements, drafting system design, and developing technical solutions.
- Built complex catalog items and their flows based on business requirements.
- Built custom apps to meet business requirements for converting legacy processes into workflows.
- Worked with Flow Designer for catalog items and custom applications.
- Worked with Decision Tables to setup business logic thereby reducing code complexity and making the code easier to interpret by removing if-else/switch structures.
- Integrated ServiceNow with Lexmark's IoT Solution (LoRaWAN Sensors) for creating CIs to register these sensors into CMDB & raise service requests if these sensors detect any anomalies.
- Integrated OpsGenie with ServiceNow for creating alerts for specific teams in OpsGenie when an incident is assigned to certain assignment groups in ServiceNow.
- Integrated ServiceNow with Azure Defender using MS Graph Security API to create security incidents. Leveraged the MS Graph Security API integration to ingest alerts from Microsoft Graph security providers and create/update corresponding security incidents in ServiceNow.
- Set up and configured MID Servers and MID Server Clusters for load balancing.
- Implemented Azure Cloud Discovery to populate CMDB with cloud resources from Lexmark's IoT portal's Azure subscriptions.

- Leveraged Service Mapping to build service maps for application services.
- Leveraged ATF to build test automation use cases for knowledge management, test management, release management, change and incident modules.
- Worked on ins.pi (UPM-X, Designer & Freelucy) an enterprise architecture solution to help the business teams create enterprise digital twins enabling design driven digital transformation.
- Upgraded ServiceNow from Quebec to Rome and Rome to Tokyo.

ServiceNow Developer - Tata Consultancy Services

Aug 2016 – Nov 2021

Kolkata, India

- Responsible for providing technical leadership to application development efforts to meet and or exceed client expectations.
- Automated manual processes thereby saving time and manual effort and reducing errors also mitigating several non-compliant areas of security which in turn leads to maximization of profit.
- Greenfield ServiceNow Implementation and migration from legacy systems along with migration of foundation data (users, groups, departments, location, company etc).
- Integrated ServiceNow with Microsoft Azure to facilitate user provisioning and Single Sign-On.
- Development on Incident, Change, Problem, Knowledge, CMDB Modules.
- Providing solutions with effective and efficient use of Client Scripts, Business Rules, UI Policies, UI Macros, Script Includes, UI Action, ACLs, Scheduled Jobs.
- Designing, and creating catalog items, order guides and record producers and their workflows to automate business procedures.
- Developed New Hire, Employee Transfer and Termination process and integrated it with CMDB to automate asset assigning and retrieval.
- Created custom table to maintain user's access records for focal point applications thereby facilitating automatic access removal in case of role/location change of a user or termination.
- Setup and configured MID Servers for discovery and integration purposes.
- Enabling bi-directional integration between ServiceNow and other tools namely Verizon, Vodacom, Atos, Jira, Freshdesk, SapphireIMS, myMCS and other ServiceNow instances to integrate the incident management module using various authentication mechanisms like OAuth 2.0, Mutual and Basic via Rest APIs or SOAP based integration.
- Established LDAP integration with ServiceNow to fetch user data.
- Established SCCM integration with ServiceNow for importing data into CMDB using a JDBC connection via the MID Server.
- Integrated ServiceNow with Workday to fetch user data and workfeeds using custom processors.
- Integrated ServiceNow with AirWatch using REST APIs to populate PCs in CMDB.
- Integrated ServiceNow with SAP-GRC to automate catalog tasks for user access and removal.
- Integrated ServiceNow with Azure Monitor, Azure Sentinel for creating/updating incidents based on alerts via scripted REST APIs.
- Automated incident load into ServiceNow from Qualtrics SFTP path via data sources and scheduled loads.
- Used Flow Designer to make outbound REST calls for multipart/form-data content type.
- Implemented Cloud Discovery to fetch CIs from Microsoft Azure and populate ServiceNow CMDB.
- Experienced working in inbound actions, email notifications, email client templates, notification mail scripts, quick messages.
- Developed Service Portal.
- Developed connect chat on the service portal for chat routing to multiple queues based on the user's language and create incident from the chat and assign it to the correct assignment group.
- Setup SLAs as per agreed contracts.
- Enabled encryption in ServiceNow to store user's PII data and confidential attachments.

- Development on HR Cases, Workfeeds (via Workday integration), Overtime module, E-document repository to help automate HR business processes.
- Used data sources, transform maps, and transform scripts for data loads.
- Reporting on various modules using standard reporting module and performance analytics.
- Worked on ServiceNow version upgrades (Helsinki to Jakarta, Jakarta to London, London to NewYork & Orlando to Quebec).
- Groomed and mentored 20+ freshers and junior servicenow developers and trained them on various modules in servicenow.

Digital Skills

ServiceNow | ITSM | CMDB | Discovery | Service Mapping | Scoped/Custom Applications | App Engine | SecOps | HRSD | Integrations | Integration Hub | JavaScript | HTML | CSS | JAVA

Functional Skills

- Communicating with stakeholders for requirement analysis of use cases.
- Work independently to design, develop, test, and deliver services.
- Translation of functional modules into technical architecture.
- Possess problem solving capability peered with strong communication skills.
- Impact analysis of existing functionalities and its implementation in system for change requests.
- Plan, lead and deliver projects by delegating tasks to teammates with technical requirements.
- Technical documentation of software configuration, components, architecture, and operational procedures.
- Ownership of projects for end-to-end delivery of application features with unit testing.
- Possess strong client facing skills and coordination with team members as well as other teams working on the same project.
- Excellent analytical skills, leadership quality and proficient in verbal and written communications.

Certifications

- Certified ServiceNow System Administrator
- ServiceNow Certified Implementation Specialist - IT Service Management, Service Mapping
- ServiceNow Micro-Certification - Citizen Developer Application Creator, Application Developer Process Creator, Application Developer User Interface Creator, ATF, Flow Designer, Integration Hub
- Microsoft Certified: Azure Fundamentals (AZ - 900)
- ITIL4 Managing Professional

Education

Bachelor of Science, Computer Science (Honours)

Aug 2013 – Mar 2016

University of Calcutta, 65.9%

Class XII - The Frank Anthony Public School, Computer Science

Apr 2012 – Mar 2013

Council for the Indian School Certification Examination, 80%

Class X - The Frank Anthony Public School, Computer Applications

Apr 2010 – Mar 2011

Council for the Indian School Certification Examination, 89.8%