

Vaishnavi Agnihotri

ServiceNow Developer

CONTACT

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SKILLS

JavaScript

HTML5 & CSS3

Bootstrap4 Framework

AngularJS

ServiceNow Development and
Administration

Core Java

EXPERIENCE

Associate Consultant

KPMG Global Services | Nov 2019 - Present

- Member of the CIO Advisory practice specializing in ServiceNow
- Service Portal SME - Specialized in building Portals, pages and widgets which are user friendly, responsive and cross-device compatible
- Developed custom and scoped business applications in ServiceNow with extensive development on UI pages, usage of API's and overall UX
- Worked on Governance, Risk and Compliance module in the ServiceNow Hackathon 3.0 solution and bagged the Runner Up position along with the Most Interesting Risk Award
- Delivered knowledge transfers to the client team on effective utilization of the applications, its operation and maintenance
- Extensive development in the IT Service Management and various modules like Customer Service Management, CMDB, Incident, Change, Problem, Service Catalog, Case Management, Knowledge and Transform Maps
- Contributed reusable utilities to the team and worked on some internal projects like the Resource Management Application and Hiring Application which help in the smooth running of related processes within the team

Intern

BOSCH | Feb 2019 - Apr 2019

- Intern at the Industry 4.0 department
- Member of the development and testing team of the project Digital FIFO and Inventory Visualization. The project involved building a Web Application which tracks the inventory of the manufacturing parts of a particular section in the production area using Kanban
- Responsible for testing the Application by verifying the flow of PCB's and other components from one section to the other during the manufacturing of ABS chips

Intern

InKnowTech | July 2018 - Aug 2018

- Configured an Online Assessment Portal using an open-source Application to aid hiring for various roles such as Network Administrator, System Administrator and Database Administrator
- Delivered Knowledge Transfer to the HR team on the usage and maintenance of the application

CERTIFICATIONS

ServiceNow CSA

ServiceNow CIS-ITSM

ServiceNow Micro-Certification Virtual Agent

ServiceNow Micro-Certification Automated Test Framework

Google Analytics for Beginners

Java Masterclass

Fundamentals of SQL

LANGUAGES

Kannada

English

Hindi

EDUCATION

Bachelor of Engineering : Telecommunication Engineering

Visvesvaraya Technological University | July 2015 - July 2019

- Cumulative GPA: 7.17 / 10
- Attended workshops on IOT and Data Communication and IP Addressing conducted by BSNL
- Core member of the Sports and the Cultural Committee
- Received the Excellent Achiever award in Sports for Softball and Short put

KEY PROJECTS

1. Digital FIFO and Inventory Visualization:

Developed and Tested A Web Application that visualizes the First In and First Out of manufacturing components which are tracked by the usage of Kanban on each of the parts

2. Online Assessment Portal:

Configured an Assessment Portal using an open-source Application for the recruitment team during my Internship

3. Netflix Landing Page Clone:

Built a clone of the Netflix landing page which is responsive and cross-device compatible

4. Weather Application:

Built a Weather Application using external API's which fetch the country and city details and the climate details of the selected city

AWARDS & ACHIEVEMENTS

- Kudos award from KPMG Global Services
- WoW awards for an Innovation idea from my team at KPMG
- Runners up at ServiceNow Hackathon 3.0 and won the Most Interesting Risk award
- Excellent Achiever award in Sports for Softball from Under graduation
- Won the first Rolling Trophy award for my Department
- Led my College Softball team for two years and won the Runners-up and Third position in two consecutive years
- Winners of the Softball Premier League organized by Mysuru District Softball Association

EXTRA-CURRICULAR ACTIVITIES

- Represented my State at a National level in the 15th SouthZone Softball Championship and were placed Fourth
- Represented my University two years in a row in the All-India Inter University Softball Tournament and part of the college team for 3 years
- Member of the Caspians Softball and Baseball Club
- Core member of the National Service Scheme and organized clean-up camps in villages nearby
- Volunteered in organizing blood donation camps at our college during my under-graduation
- Led a team and organized the ICC World Cup Trophy Display event held at my college