Vaibhav Yadav

Senior Consultant ServiceNow

✉ vaibhavkyy@gmail.com 📞 9958539335 ⚥ Male 📍 Noida, India

PROFILE

Dedicated ServiceNow Developer with 3 years of experience in designing, developing, and implementing solutions within the ServiceNow platform. Experienced in various aspects of ServiceNow development, including, module configuration, UI customization, and integrations. Skilled in translating business requirements into technical solutions to streamline processes and enhance productivity. Ability to collaborate with cross-functional teams to deliver high-quality solutions aligned with business objectives. Strong expertise in JavaScript, ServiceNow APIs, and best practices for platform optimization and performance tuning.

SKILLS

Scripting (*Strong JavaScript skills for client-side and server-side scripting within ServiceNow.*)

ServiceNow APIs (*Experience with REST and SOAP web services, integrating external systems with ServiceNow.*)

Workflow Configuration (*Skilled in creating and managing workflows, business rules, and automation processes in ServiceNow.*)

Integration Development (*Experience in integrating ServiceNow with third-party applications and tools using APIs, web services, and middleware.*)

Agile Methodologies (*Experience working in Agile/Scrum environments, adapting to changing requirements and delivering incremental improvements.*)

Data Migration (*Experience in Data Source, Transform Maps, Scheduled Jobs*)

Catalog Item & Portal Development (Knowledge of developing and configuring catalog items and portals.)

Problem-Solving (*Strong analytical and problem-solving skills to troubleshoot issues and optimize solutions.*)

Documentation (*Proficient in creating technical documentation, including design specifications.*)

Continuous Learning (*Commitment to staying updated with the latest ServiceNow features, technologies, and industry trends.*)

WORK EXPERIENCE

Senior Consultant ServiceNow   2024/11 – present
Infocenter   Pune, India
Client: A multi-service provider based in the USA.
Key Contributions:
- Designed and developed ServiceNow integrations with multiple third-party service providers to automate Change Task fulfilment and updates.
- Automated CMDB refresh processes to ensure accurate and up-to-date license count information.
- Utilized Identification and Reconciliation Engine (IRE) via scripts to synchronize CMDB data for IP routers and wireless access points (WAPs) through a scheduled REST API integration.

- Enabled real-time visibility into software license usage, helping the organization proactively manage license compliance and avoid overuse.
- Reduced manual efforts and minimized errors by implementing end-to-end automation for change management tasks.
- Improved operational efficiency and accuracy in ITSM processes by streamlining ServiceNow workflows and integration logic.
- Collaborated with cross-functional teams to ensure seamless data exchange and consistent performance across platforms.
- Enhanced the organization's governance capabilities by delivering reliable, auditable automation for critical IT operations.

Software Analyst   2023/10 – 2024/10
Accenture plc   Noida, India
Client: Europe based pharmaceutical giant
Key Contributions:

- I have been part of this project from the initial requirement gathering phase to the whole development to deployment phase and provide support in the Hypercare phase.
- Created a custom REST API inbound framework utilizing two custom tables that is used by more than 10 applications to connect to ServiceNow to create service request, create incident, update task, update incident and read the data from ServiceNow tables.
- Worked on SCCM integration to bring end user devices into the configuration management in ServiceNow.
- Worked on Azure SSO integration.
- Worked on GIAM REST API integration to sync the user information with the help of integration hub and scheduled imports.
- Worked on EC and Memphis REST API integration to bring and sync up the foundation data (Cost center, Department, Business unit, Company, Location)
- Worked on SAP integration with SOAP to automate the password reset and user unlock with the help of SOAP action and Flow.
- Created a scheduled script job with REST connection to deactivate the inactive users.
- Created JDBC connection with Spectrum system to sync the CI data (Router and Switches).
- Automated the AD integration to assign licenses to users in AD and remove the licenses with the help of Flow.
- Basic level understanding of LDAP and MID server integration.
- Created Technical documentation and provided KT while handing over the development to support team.
- Deployed all the updates to the various instances from Development, Test, QA and Production.

Associate Software Engineer   2022/06 – 2023/09
Accenture plc   Noida, India
Client: USA based shipping company
Key Contributions:

- I have been part of this project from the initial requirement gathering phase to the whole development to deployment phase.
- Configured Incident and Change modules
- Integrated MS-Teams with ServiceNow to enable chat feature and sidebar integration.

- Configured Knowledge Base.
- LDAP and SSO integration.
- Business rules, client script and script includes.
- Scheduled Jobs, Scheduled Imports, Transform map.
- Catalogs and Flow Designer

EDUCATION

Master of Computer Applications (MCA)   2019/07 – 2022/03
Galgotias College of Engineering and Technology 🔗   Greater Noida, India
Percentage: 75

CERTIFICATES

ServiceNow Certified Implementation Specialist — IT Service Management (CIS - ITSM) |

Servicenow certified application developer — *CAD* | **Servicenow certified system administrator** — *CSA* |

Micro certification for Flow Designer