

Vaibhav Yadav *Senior Consultant ServiceNow*

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☎ 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.

Work Experience

2024/11 – present
Pune, India

Senior Consultant ServiceNow

Infocenter

Client: A multi-service provider based in the USA.

Key Contributions:

- As a member of the integration team, designed and implemented integrations with various third-party systems.
- Automated change tasks through integration by assigning licenses to customers, reducing manual work and minimizing errors.
- Synced licenses and their usage from all third-party systems into a single platform (ServiceNow), improving maintainability, visibility, and preventing license overuse.

2023/10 – 2024/10
Noida, India

Software Analyst

Accenture plc

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.

2022/06 – 2023/09
Noida, India

Associate Software Engineer

Accenture plc

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

2019/07 – 2022/03
Greater Noida, India

Master of Computer Applications (MCA)

Galgotias College of Engineering and Technology 

Percentage: 75

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

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.

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