Experience Summary

* Total experience of over 2.8yrs in Cognizant and in IT industry.
* ServiceNow developer experience is of the same tenure.
* ServiceNow Technology Analyst with experience on implementing Service Catalog, Incident Management, Configuration, Change Management and Transform Maps to load data.
* Primary consultant for cognizant as Governance Risk &Compliance(GRC) expert.
* Designed the process flow of GRCof two different versions.IT GRC(Fuji) and GRC Istanbul(Istanbul) and on-going work experience process alignment with Kingston.
* Working with different concepts in ServiceNow like ACL,Catalogs, SLA, Applications, Modules, email notifications, reports, gauges, home pages and different scripts like Business rules, Script Includes , Client scripts, UI scripts , UI controls like UI Policy, UI actions.
* Having work experience with Agile methodology as well as waterfall model in service now implementation.
* Have a knowledge on Glide Object and JavaScript.
* Service Now, ITIL, IT Service Now, ITSM, SCRUM, Devops.
* Have created catalog item and Record producers and designed custom workflow for it.

Key Skills

|  |  |
| --- | --- |
| * **Programming Language** | * JavaScript, GlideSystem, SQL, HTML,Unix,AngualrJs(Basic) |
| **ITSM Platform** | * ServiceNowTool (Fuji,Istanbul,Jakarta) |

Companies

|  |  |
| --- | --- |
| Cognizant Technology Solutions Pune | 2.8yrs |

Project Experience

|  |  |  |  |
| --- | --- | --- | --- |
| Project 1 | | | |
| Project Name | Telecom Domain. | Team Size | 20 |
| Start Date | Jan 2016 | End Date | Till date |
| Project Description | ITSM Service-Now support and development. | | |
| Responsibilities | * Resolution of Incident within agreed SLA * Worked on customized Self Service Portal and Service Desk Page. * Created Work flow, User criteria, Service Request, UI Action, Script Include, Notifications. * Activate plugins. * Email Automation of various task’s such as Approval, Incident creation, User Creation. * Change management activity * Defects and Enhancements administration * Request fulfillment of catalog task * Creation of Reports,User,Groups. * Customization form layouts. * Implemented the External/Internal Audit Flow for an organization,automating it for the compliance calculation uder GRC applications. * Design the overall role architecture for the GRC which plays the foundation for GRC process flow in servicenow. * Automated the flow of Policy and compliance and linked it to the international framework from UCF. * Automated the Evidence collection flow within GRC which has reduce the overall time investment. * Design and implementation of Business rule, Client script, UI policy, Data policy, UI Action, Schedule jobs, System Property and Notifications. * Worked on ACL for better security and accessibility. * Bulk asset / data update using background scripts of service now. * Workflow customization as required. | | |

Achievements

* + Appreciation from customers of delivering on time and quality work.
  + First to implement GRC Istanbul in cognizant and was appreciated by ServiceNow GRC Business Experts along with Client Security & compliance Team.
  + Recognized as a Customer Champion for the implementation of GRC successfully.
  + CIS SALUTATION (Customer Champion) awarded in 2017 Q2.

Trainings and Certifications:

1. Service Now System Administration
2. ITIL V3.

Education

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree** | **Board/University** | **Institution** | **Year** | **Percentage (%)** |
| **B.E. (**CSE**)** | Amravati University | P.R.Pote College of Engeenering Amravati | 2014 | 7.67 |
| **H.S.C** | Maharashtra State Board | Janta College Chandrapur | 2010 | 70.67 |
| **S.S.C** | Maharashtra State Board | Vidya Mandir School | 2008 | 79.07 |

Personal Profile

**Date of Birth :** 20th Jan1993.

**Gender :**Female

**E-mail ID :** [samikshagaikwad20@gmail.com](mailto:samikshagaikwad20@gmail.com)

**Declaration**

I hereby declare that the above information is true to the best of my knowledge and belief.

**Samiksha Gaikwad**