

# Resume

VIKAS MALHOTRA

E mail: [malhotra.vikas3@gmail.com](mailto:malhotra.vikas3@gmail.com)

Mob: +65 - 97120786

---

- ITIL 4 certified ServiceNow Architect with 10 years of experience in overall delivery of ServiceNow projects in Retail, Finance, Manufacturing, and higher education sectors.
- Experience of engaging clients to design and implement solutions with standard industry and platform recommendations.
- Experience of setting up new technical teams with industry standard practices ensuring implementations with ServiceNow recommended best practices.
- Experience of leading team of consultants to delivery projects and ensure high CSAT
- Well-versed with ServiceNow ecosystem.
- Expertise in ITSM and Service Portal solutions with hands-on experience in ITBM and CSM as well.
- Extensive hands-on experience on ServiceNow's OOTB applications, custom applications, and Integrations as well.
- Experience in End-to-End ServiceNow implementations.
  - Conducted BPCs, Pre-sales, requirement gathering, Implementation planning, training, conducting UAT, upgrade planning and Road Map planning.

## Current Profile:

| Role                 | Location  |
|----------------------|-----------|
| ServiceNow Architect | Singapore |

## Technical Skills:

|                |  |
|----------------|--|
| Service Now    | <ul style="list-style-type: none"><li>● Implementation experience on most of the major releases of ServiceNow since Eureka</li><li>● Integrations (SOAP, REST etc.)</li><li>● Create Server side, Client-side scripts and Workflows.</li><li>● Incident, Problem and Change Management</li><li>● Service Catalog &amp; Knowledge Management</li><li>● Discovery</li><li>● Application Development</li><li>● Orchestration</li><li>● Service portal</li><li>● Configure Configuration Management Database</li></ul> |
| APIs           | Java, JavaScript, Glide System, Glide Records, Glide Ajax, jQuery.   |
| Integrations   | LDAP, SOAP, REST, JDBC   |
| Web Technology | HTML, CSS.   |

## Professional Experience:

- 10 years of industry experience in implementing ServiceNow projects.
- Conducted various Requirement gathering workshops for various implementations.
- Conducted BPC for various potential customers.
- Have strong technical and leadership experience for numerous implementations from OOB modules to custom apps in ServiceNow.
- Worked as Service Now Implementation Specialist in implementing array of modules and applications in ServiceNow.
- Worked on various Integrations like SCCM, BMC Remedy, SCOM, Altiris, Workday and OIM etc.
- Implement modules like Configuration Management Database (CMDB), Incident Management, Problem Management, Change Management, Knowledge Management and Service Request Management.
- Involve in Client Interaction and requirement gathering sessions.
- Hands on experience on both Client and Server-side scripting.
- Implemented LDAP Integration and Single Sign on (SSO) for our customers.
- Experience in integrating ServiceNow with other tools and creating custom applications.

## NTU [April 2021 – Till now]:

|                |  |
|----------------|--|
| Role           | ServiceNow Architect   |
| Environment    | ServiceNow (Quebec)  |
| Responsibility | <ul style="list-style-type: none"><li>• Business Process Consultation</li><li>• Solution Designing</li><li>• Project Planning.</li><li>• Requirement Estimation of one of the phases of implementation.</li><li>• Lead the Development and testing team.</li><li>• ITSM, ITOM, ITBM, FSM, and CSM implementation.</li><li>• Upgrade &amp; Road Map planning.</li><li>• Run the POCs for the continuous improvements to meet the Transformation goals</li></ul> |

## Fujitsu Asia Pte Ltd

### **NTU [May 2018 – April 2021]:**

|                |   |
|----------------|---|
| Role           | ServiceNow Consultant   |
| Environment    | ServiceNow (Orlando)  |
| Responsibility | <ul style="list-style-type: none"><li>• Business Process Consultation</li><li>• Solution Designing</li><li>• Problem Solving.</li><li>• Project Planning.</li><li>• Requirement Estimation of one of the phases of implementation.</li><li>• Lead the Development and testing team.</li><li>• ITSM, ITOM, ITBM, FSM, and CSM implementation.</li><li>• Conducted training sessions for ITSM, Service Catalog, Project and Contract Management for Fulfillers and End Users.</li><li>• Conducted UAT sessions for ITSM, Service Catalog, Customer Service Management, Project and Contract Management</li><li>• Upgrade &amp; Road Map planning.</li></ul> |

### **Bridgestone [Oct 2018 – Nov 2018]:**

|                |   |
|----------------|---|
| Role           | ServiceNow Architect  |
| Environment    | ServiceNow (Kingston)   |
| Responsibility | <ul style="list-style-type: none"><li>• Gathered Requirement Specifications from the Customers.</li><li>• Designed Process documents as per the Customer Requirements.</li><li>• Requirement Estimation of one of the phases of implementation.</li><li>• Lead the Development and testing team.</li><li>• Prepared the implementation plan.</li><li>• Designed the complete custom Application from Bladder Management.</li><li>• Developed a Data load functionality for an end user.</li></ul> |

### **HMRC [May 2017 – March 2018]:**

|                |   |
|----------------|---|
| Role           | ServiceNow Lead and Implementation Specialist   |
| Environment    | ServiceNow (Kingston)   |
| Responsibility | <ul style="list-style-type: none"><li>• Gathered Requirement Specifications from the Customers.</li><li>• Designed Process documents as per the Customer Requirements.</li><li>• Requirement Estimation of one of the phases of implementation.</li><li>• Lead the Development and testing team. (5 members)</li><li>• Prepared the implementation plan.</li><li>• Implementing the Service Portal.</li></ul> |

**JM Smucker's [Feb 2017 – April 2017]:**

|                |  |
|----------------|--|
| Role           | ServiceNow Integration Specialist  |
| Environment    | ServiceNow (Helsinki)  |
| Responsibility | <ul style="list-style-type: none"><li>● Gathered Requirement Specifications from the Customers.</li><li>● Designed Process documents as per the Customer Requirements.</li><li>● Requirement Estimation of one of the phases of implementation.</li><li>● Unidirectional Integration of ServiceNow with HPSM (HP Service Manager) is implemented.</li><li>● Bi-directional integration of ServiceNow with OIM (Oracle Identity Manager) is implemented.</li><li>● Training for Fulfiller provided and training documentation prepared.</li></ul> |

**Wipro Technologies****Cisco [Dec 2016– Feb 2017]:**

|                |   |
|----------------|---|
| Role           | Senior Project Engineer   |
| Responsibility | <ul style="list-style-type: none"><li>● Implemented several utilities on Service Portal related to the Service Catalog.</li><li>● Implemented Service Portal from Scratch.</li><li>● Closely worked with ServiceNow Development team to implement the instance for Cisco from Scratch.</li><li>● Implemented various modules like Incident, Problem and change management.</li><li>● Training for Fulfiller provided and training documentation prepared.</li></ul> |

**Axis Capital [March 2016 – Dec 2016]:**

|             |   |
|-------------|---|
| Role        | ServiceNow Developer  |
| Environment | Service-Now (Eureka), JavaScript, Release Management V2 plugin. |

|                |  |
|----------------|--|
| Responsibility | <ul style="list-style-type: none"> <li>● Gathered Requirement Specifications from the Customers.</li> <li>● Designed the Process documents as per the Customer Requirements.</li> <li>● Build the Release Management Table and Fields.</li> <li>● Building of forms and form layouts for the Release Application.</li> <li>● Building of UI Policies and UI Actions.</li> <li>● Building of Client Scripts, Business Rules &amp; Script Includes.</li> <li>● Design the Release Management Phases &amp; Workflow.</li> <li>● Build Separate workflow for Application and Infrastructure Release.</li> <li>● Adding of Release Management Roles and groups according to the Customer Specifications.</li> <li>● Adding of Release Management link with change management.</li> <li>● Build the Release Management Reports.</li> <li>● Worked on the Approval Mechanism for Both Release Management and Change Management.</li> <li>● Build the Approval Groups Creation.</li> <li>● Build the Notifications for Both Release Management and Change Management.</li> </ul> |
|----------------|--|

## [Infogain](#)

### **NetApp** [July 2013-March 2016]:

|                    |  |
|--------------------|--|
| Tools/Technologies | ServiceNow, JavaScript, jQuery, SOAP UI  |
| Responsibility     | <ul style="list-style-type: none"> <li>● Created Tables, Application, Modules, Views and scripts for validating various fields.</li> <li>● Configuration Management defect resolving</li> <li>● Data load module to load data into configuration tables</li> <li>● Email Notifications.</li> <li>● Integration project for different vendor</li> <li>● Web Services.</li> <li>● Experienced on Business Rule, Client Scripts, ACL's, UI Policy, Script Include, Transform Map, UI Actions, and Schedule Jobs.</li> <li>● Involved in client calls to understand requirement feasibility from functional aspect.</li> <li>● Involve in Movement of Code from Dev to Prod.</li> <li>● Workflow configuration &amp; Develop Complex Catalog items.</li> <li>● Provide Demo to clients.</li> </ul> |

### Financial Engines (F.E) [Jan 2013 – Jun 2013]:

|                    |  |
|--------------------|--|
| Tools/Technologies | <b>Eclipse, Java, Hibernate 4, Spring MVC, Spring-tiles, Spring-core, Spring-Transaction Manager, Maven, Perforce, Apache Tomcat.</b>  |
| Responsibility     | <ul style="list-style-type: none"><li>• Providing L3 support for the Indirect Tax O Series versions like SR5.0, SR 5.1, SR5.2.0, SR5.2.3Implement Coding best practices.</li><li>• Extensive debugging through the JAVA code to pin point the errors/exceptions while reproducing the problem stated in issue.</li><li>• Working extensively with the database while replicating client environment in MS SQL and ORACLE DB.</li></ul> |

### Certifications & Achievements:

- Spot awards for multiple implementations in Fujitsu India.
- **Certified System Administrator.**
- **Certified Implementation Specialist (ITSM).**
- **ITIL 4 Certified**
- Received Performance recognition from Project Managers on several occasions.
- Selected as Junior Engineer of the Quarter.

### Educational Qualification:

| Degree/Certificate | Institute                    | Board /University | Year of Passing | % Marks |
|--------------------|------------------------------|-------------------|-----------------|---------|
| B.Tech(ECE)        | Vaish College of Engineering | MDU               | 2012            | 69      |
| 12th               | Bal Bhavan Public School     | C.B.S.E           | 2007            | 70      |
| 10th               | Bal Bhavan Public School     | C.B.S.E           | 2005            | 69      |

### Personal Profile:

#### Hobbies:

Playing Volleyball, Traveling, Reading Books, Net Surfing, River Rafting.

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

**Vikas Malhotra**