

MAYUR SHINGHANE

ServiceNow Developer

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CAREER OBJECTIVE:

As a passionate and dedicated and results-oriented IT professional with 3.5 years of experience in the IT industry. Proven expertise in ServiceNow administration contributes to enhanced operational efficiency and streamlined workflows. I am committed to continuous learning and staying updated on the latest ServiceNow technologies. I am seeking a challenging role in a dynamic organization where I can leverage my technical skills and passion for solving complex problems to drive business growth and success.

PROFILE SUMMARY:

- Proficient in the ServiceNow platform, including workflow customization and integration.
- A solid understanding of ITIL processes and ITSM best practices.
- Hands-on experience in ServiceNow instance configuration, user management, and system maintenance.
- Proven track record of effectively configuring and customizing ServiceNow modules to align with client requirements and enhance operational efficiency.
- Adept at collaborating with clients on a day-to-day basis, understanding their needs, and translating them into actionable ServiceNow configurations.
- Detail-oriented administrator with a keen understanding of the recruitment lifecycle, utilizing ServiceNow to streamline processes and improve efficiency.
- Skilled in developing and maintaining comprehensive ServiceNow documentation, including system configurations and client-specific workflows.

WORK EXPERIENCES:

DxSherpa Technologies Pvt. Ltd **ServiceNow Administrator**

Pune, Maharashtra | September 2023 – Dec 2023

- Users, Groups & Roles Administration. Merging the roles into other roles, maintaining the instance so that all the applications are available to respective users.
- Assigning Roles to Users.
- Creating User Records, Group records.
- Create Custom Tables and Added various Fields.
- Create new user and groups also adding or removing users.
- Assign role to particular user as per requirements.
- Worked on catalogs, categories, items.
- Create various configuration and customization as per requirements.
- Worked on Dictionary and filter conditions.

Capgemini Technology Services India Limited **Associate Consultant (ServiceNow Administrator)**

Pune, Maharashtra | March 2022 – Dec 2022

- Customizing Service-now as per the user's requirement and maintain the service-now administration.
- I perform work in the design, implementation, maintenance and support of ServiceNow ITSM platform to meet business needs.
- As part of the ITSM team, I participate as system administrator including planning and implementation and support of ServiceNow As Service-Now Engineer.
- I am administrator in Service-Now including the new customizations and maintenance.

- Configure and customize ServiceNow modules, specializing in incident management, change management, and service catalogues.
- Develop and maintain detailed ServiceNow documentation, including system configurations and workflows.
- Collaborated with senior developers to design and implement custom workflows in ServiceNow.

WAB IT SOFTWARE PVT. LTD

Pune, Maharashtra | Nov 2019 – Feb 2022

Jr Python Developer

- Develop a control automation system that allows users to enter input data easily and securely using token-based authentication.
- Troubleshoot and debug issues in the application as needed.
- Design and implement a database schema using ORM for efficient CRUD operations on user-entered data.
- Utilized Python for data cleaning, processing, and analysis.
- Conducted data quality checks and ensured that data was entered accurately and in a timely manner.
- Assisted in the preparation of reports and presentations by analyzing data and creating charts and graphs.
- Collaborated with team members to identify trends and patterns in data and made recommendations for improvements.

TECHNICAL SKILLS:

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|-------------------------------|-----------------------------|
| • ServiceNow Administration | • Technical Troubleshooting |
| • Incident Management | • ITIL |
| • Change Management | • Documentation |
| • Service Catalog | • Workflow Configuration |
| • Python Programming Language | • Database Management (SQL) |
| • JavaScript | • ITSM |

QUALIFICATION:

B. TECH from William Carey University, Shillong, Meghalaya India with 69.63% (2019).

Yours Faithful
Mayur Shinghane