Mayur Samrit

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PROFESSIONAL SUMMARY:

- Having total 2 years of experience in ServiceNow as Developer and Administrator.
- Experience on technical implementation of various ServiceNow modules such as Change Management, Incident Management, Problem Management, Service Catalog.
- Worked on Creation of new service catalog items, order guides, record producers and modifying the existing ones as per the new requirement.
- Creation of Users, groups, roles and delegation.
- Creating custom Tables, Fields.
- Worked on Import sets, Data sources and Transform Maps as per the client requirement.
- Worked on Email Notifications for service Request, Incident, Problem and change request.
- Notifications configured on Incident management to send mails to responsible persons at different stages.
- Integration- Using Third Party tool (Slack) create incident a incident In Personal development Instance
- Basic idea about API, Using REST API Explorer create API
- **Service Portal-** create new Service Portal, service catalog requests and items with variables
- Worked on setting up Service portal content so that it's only available to authenticated users.
- with Service Portal to determine the users logging in to the portal and customization with a combination
- Create, monitor, modify, and publish service catalog workflows with approvals
- Designing, configuring and customizing new applications and modules.
- Used plugging in service portal
- Using catalog item create a registration form, login pages
- Attached notification to the service catalog activity's
- **HRSD Module:-** case management - Create an HR case, Transfer HR case, Escalate HR case, Create Bulk HRcase
- HR Profile - HR Profile Editable Fields Configuration, Add Field Security in HR, HR Profile Encrypted Fields, Add/Modify Beneficiary/Health Benefit, Generate HR Profile
- HR Administration, HR Dashboard and Reporting, HR Groups and Roles, HR Services Configuration
- **ITAM Module :-** Start Exploring Basic Fundamental on ITAM Module (HAM & SAM)

TECHNICAL SKILL SET – ServiceNow

Service Now Versions	Hand on experience Tokyo.
ITSM, HRSD Module	Incident, problem, Change, Service Catalog, Reports, Knowledge.
Scripts	Business Rules, Client Scripts, UI Policy, Data Policies, UI Scripts.
Administrator work domains	Email Notification, creating custom tables, Menus and Update sets, Transform Maps

TRAININGS & CERTIFICATIONS – ServiceNow

SERVICENOW – servicenow **Certified System Administrator (CSA)**
SERVICENOW – servicenow **Micro-Certification - Welcome to ServiceNow**
SERVICENOW – servicenow **Micro-Certification – Flow Designer**
SERVICENOW – servicenow **Micro-Certification - Application Developer- User Interface Creator**

EDUCATIONAL QUALIFICATION

Bachelor of Computer Engineering (2022) (Savitribai Phule Pune University)

EMPLOYMENT HISTORY

Duration	Name of Company	Designation
Jan 2022 to Till Date	BitString IT Service Pvt ltd	ServiceNow Developer

WORK HISTORY:

Environment: Service Now – ITSM, HRSD
Project Description: As part of digital transformation Organization has undertaken the migration of existing Ticketing and HR application from to ServiceNow. This project is mainly to implement the Recruitment, HR Process and Grievances system to new age ServiceNow Technologies. Team Size : 4 members.

Responsibilities:
- Implementation of Service Catalog Management, Email Notifications.
- Involved in developing basic workflows.
- Responsible for maintaining catalog items and their development.
- Creation of custom tables and data sources as per the requirements.
- Developed Import Sets to import data from different Sources.
- Developed Transform maps to map values between Import Set.
- Creation of Email Notifications. Customizations Migration between Instances using Update Set.
- Implementation of ACL as per requirement.
- As per the best practices of ServiceNow, developed and configured Business Rules, UI Policies, Catalog Client Scripts and Client Scripts, etc.
- Configuring assignment roles.
- Configuring Custom Related List, Dictionary fields.