

MAYURI SAPSOD

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CAREER OBJECTIVE

A ITSM Consultant role to utilize my knowledge, ideas and experience along with effective communication to produce progressive results in order to achieve the prime goals of the organization and rising myself to a level where there is enough entrepreneurial freedom to act and perform to achieve professional/personal growth.

PROFESSIONAL SUMMARY

- Over 2+ years of experience in IT industry, specializing in **ServiceNow** Platform.
- Good functional knowledge of **ITSM Processes** such as Incident, Problem, Change, and Service Request management.
- Experience in implementing **new service offerings** on the ServiceNow platform.
- Experience of bug fixing and making changes to existing applications as per requirement specification.
- Following **Agile Methodology** that promotes continuous iteration of development and testing throughout the software development lifecycle of the project.
- Good communication skills, verbal as well as written coupled with presentation skills with the ability to perform above expectations.

EXPERIENCE

DURATION	ORGANIZATION	DESIGNATION
July 2021 onwards	Techium Infotech Pvt Ltd, Pune	ITSM Consultant

TECHNICAL SKILLS

Programming Languages	JavaScript , HTML,CSS
DATABASES	MySQL
Other Tools	Jira
OS	Windows

PROJECTS

Techium Infotech PVT. LTD., Pune
ITSM Consultant

July'21 – Till Date

ROLES & RESPONSIBILITIES

- Develop and customize ServiceNow applications, workflows, and scripts, including Business Rules, Script Includes, Fix Scripts, UI Actions, UI Policies, Client Scripts.
- Responsible for unit testing to verify the functionality of each application and ensure it meets business requirements.
- Responsible for fixing the bugs and providing necessary support to QA testing.
- Involved in creating and maintaining of Knowledge base and articles.
- Providing support to QA and Production environments.

Title: REMS System Maintenance

User Story: REMS department wanted to improve current IT forms and add additional requests to streamline the internal processes by adding new request form.

Team Size: 02

Key Contributions:

1. Configured new form under existing service offering by leveraging Glide-Record, Glide-System, Glide-User, and Glide-Form, Variable and UI Policies.
2. Analyzed existing forms and configured to add additional requests.
2. Added requester to resolver workflow and line manager approval workflow.
3. Created test scenarios and conducted UNIT testing and offered QA support.
4. Engaged in tasks involving the creation of Users, Groups, Roles, and ACLs

Synopsis: REMS system maintenance will happen through ServiceNow.

Title: Onboard New Service Offering for EDMCS system.

User Story: The team requires a new service offering on ServiceNow, facilitating users to create tickets for the recently implemented EDMCS system.

Team Size: 02

Key Contributions:

1. Configured an EDMCS category in ServiceNow.
2. Set up a new request item to capture user input.
2. Added requester to resolver workflow.
3. Created test scenarios and conducted UNIT testing and offered QA support.
4. Engaged in tasks involving the creation of Users, Groups, Roles, and ACLs.

Synopsis: Users will initiate ticket requests through ServiceNow to receive assistance from the EDMCS system.

Title: BI Reporting. IFinance Request form

User Story: As a user, we want to be onboarded onto the ServiceNow to allow customers across the groups to log request using a standardized and centralized platform rather than sending requests via email, so that we can manage and action incoming request timeously and efficiently.

Team Size: 02

Key Contributions:

1. Configured an 'FinWork BI' category in ServiceNow.
2. Set up a new request item to capture user input.
2. Added requester to resolver workflow.
3. Created test scenarios and conducted UNIT testing and offered QA support.
4. Engaged in tasks involving the creation of Users, Groups, Roles, and ACLs.

Synopsis: Users will initiate ticket requests through ServiceNow to receive assistance from the FinWorkBI team.

EDUCATIONAL QUALIFICATIONS

Qualification	University	Year Of Completion	Percentage
Bachelor of Computer Science	Swami Ramanand Teerth Marathwada University - Nanded	2021	79.00

I hereby declare that the above curriculum vitae of mine are true to the best of my knowledge and I would be responsible in case of any discrepancy.

Mayuri Sapsod