

MEGHA GUPTA

SERVICENOW DEVELOPER

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OBJECTIVE

To utilize my technical skills for achieving the target and delivering the best performance in an esteemed organization by implementing innovative ideas, skills, and creativity for accomplishing the projects and get opportunities to learn more.

EXPERIENCE

Nov 2018- Oct 2021

Tata Consultancy Services, Noida

Assistant System Engineer

Worked on ITSM and HRSD module of ServiceNow for creating new catalog item and new services (end to end with SLA) and defining new processes on the backend. Created a new custom application with a portal and worked on enhancements and updates for the existing portals. Implemented the process for new hire onboarding using the employee lifecycle events. Worked on some integration for creating and updating cases and profiles.

Oct 2021 – present

Wipro, Greater Noida

Project Developer

Implemented AI search for portal and VA, and agent workspace for HRSD. Worked on maintaining and enhancing the various integrations with workday, portal development and Virtual agent chat.

EDUCATION

2014-2018

Banasthali University, Jaipur, Rajasthan

B.tech in information technology

2013-2014

Chinmaya Vidyalaya, Unchahar, UP

12th, CBSE board

COMMUNICATION

Strong written and verbal communication skills, including the ability to provide constructive feedback and collaborate effectively with team and customers.

LEADERSHIP

Ability to manage multiple projects simultaneously and meet tight deadlines, while maintaining the highest standards of quality.

CERTIFICATIONS

- Certified System Administrator
- Certified Application Developer
- Certified implementation specialist – HRSD
- Certified Implementation specialist - ITSM