Text

Description automatically generated **DEEPAK K DHAR**

**Sr. SERVICENOW DEVELOPER/ADMINISTRATOR**

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**WILLING TO GO DAY 1 ONSITE ACROSS USA**

**ONLY C2C**

* A quality focused ServiceNow Developer with 9 years of experience in software & service now developer all phases of Software programming, and ITSM process implementation that includes requirements gathering, analysis, design, development, testing, maintenance and migration.
* Demonstrated expertise in designing, implementing, and optimizing IT solutions on ServiceNow, Database, and Enterprise Level Service Platforms.
* Proficient in building and implementing the ServiceNow data model, specializing in ITSM, CSM, SAM, and HRSD modules.
* Experienced in developing workflows for approvals and notifications, enhancing user experience and operational efficiency.
* Skilled in virtual agent chat development and support, utilizing innovative solutions to meet customer needs.
* Implemented development best practices to ensure the creation of efficient, scalable, and maintainable code.
* Designed and configured ServiceNow APIs, including GlideRecord, to facilitate seamless integration with external systems.
* Managed tables, fields, relationships, and data organization within the ServiceNow data model, ensuring data integrity and usability.
* Leveraged ServiceNow ITSM knowledge to effectively manage Incident, Problem, Change, Knowledge, and Service Catalog processes, in alignment with ITIL practices.
* Demonstrated advanced problem-solving skills to address complex issues and customize solutions within the ServiceNow platform.
* Applied basic business analyst skillset to translate end-user requirements into technical development activities, ensuring solutions meet business needs.
* Adopted an Agile mindset for iterative development, enabling rapid adaptation to changing project requirements.
* Configured authentication methods such as SSO, LDAP, and SAML to ensure secure access to the ServiceNow platform.
* Designed and implemented complex orchestration processes using Workflow and Flow Designer, optimizing business processes.
* Led the implementation of ITSM solutions, collaborating with cross-functional teams to ensure successful delivery.
* Researched and evaluated emerging trends in ServiceNow, proposing innovative ideas and features to improve customer experience.
* Collaborated closely with stakeholders and customers to understand their requirements and deliver solutions that exceed expectations.
* Ensured quality, performance, security, and scalability of ITSM solutions, following best practices and standards.
* Led and empowered engineering and data science teams, fostering a culture of collaboration, innovation, and continuous improvement.
* Deployed, supported, troubleshooted, and maintained highly complex automated systems within a Microsoft SQL Server environment, including SQL Server Reporting Services (SSRS).
* Proficient in using a variety of programming languages, version control systems, and project management tools to streamline development processes.
* Experience in Agile software development process, Test Driven Development and Scrum.
* Production Support-Provided development (quick fixes) and technical support for complex/critical applications and coordinated with other teams to resolve end-user issues promptly.
* Hands-on experience in leveraging the IT Service Management framework for Incident, Problem, Change, Demand, Idea, Facilities, HR, and Asset Management processes and ServiceNow best practices.
* Experience in working on Self Service Portal Customization by using pages, navigation menus, Widgets, HTML, CSS and AngularJS.
* Experienced in Performance Analytics which included generating reports, developing Custom Charts and integrating with reporting tools like Microsoft Power BI & Explore Analytics in ServiceNow per requirements.
* Experienced in designing the Content Management System which involve layouts, Various Content Blocks, Content Pages, reusable widgets and service catalog work. Developing Content Pages quickly and effectively using HTML5, CSS3, JavaScript, JQuery, HTTP and Bootstrap.
* Expert in developing different types of report in Performance Analytics.
* Excellent analytical and problem-solving skills on maintaining CMDB data integrity.

**ORGANIZATIONAL EXPERIENCE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Organization** | **Designation** | **Start Date** | **End Date** |
| 1 | City of Pasadena | ServiceNow Specialist | Mar 2023 | Till Now |
| 2 | DELOITTE CONSULTING LLP | Solution Specialist/ ServiceNow Developer | Feb 2022 | Feb 2023 |
| 3 | IHEARTMEDIA, USA | ServiceNow Developer | March 2020 | Nov 2021 |
| 4 | DELOITTE TAX SERVICES, INDIA | ServiceNow Admin/Developer | May 2018 | Dec 2019 |
| 5 | TECH MAHINDRA, INDIA | ServiceNow Admin | Feb 2017 | May 2018 |
| 6 | ROOMAN TECHNOLOGIES, INDIA | ServiceNow Incident Management | June 2014 | Dec 2016 |

**EDUCATION**

|  |  |
| --- | --- |
| Westcliff University (Irvine, CA) | Master of Science (MS) in Computer Science (Dec 2019 - Dec 2021) |
| NMU University (INDIA) | Bachelor’s in Electrical Engineering. |

**PROFESSIONAL WORK EXPERIENCE**

**Client: City of Pasadena (Los Angeles, CA) March 2023- Till Now**

**Sr. ServiceNow Developer**

**Responsibilities:**

* Provided leadership and direction across Configuration management, Integrations, incident management and Support issues.
* Involved in the design and implementation of IT solutions on ServiceNow, Database, and Enterprise Level Service Platforms.
* Built and implemented ServiceNow data model, focusing on ITSM, CSM, SAM, and HRSD modules.
* Developed workflows for approvals and notifications within ServiceNow.
* Used virtual agent chat development and provided support.
* Implemented development best practices to ensure efficient and scalable code.
* Designed and configured ServiceNow APIs, especially GlideRecord, and managed tables within the ServiceNow data model, including fields, relationships, and data organization.
* Utilized ServiceNow ITSM knowledge for Incident, Problem, Change, Knowledge, Service Catalog management processes, and ensured alignment with ITIL practices.
* Demonstrated advanced problem-solving skills to tackle complex issues within the ServiceNow platform.
* Applied basic business analyst skillset to translate end-user requirements into technical development activities.
* Adopted an Agile mindset for application integrations using APIs, web services, scripts, and transform maps.
* Configured authentication methods including SSO, LDAP, SAML.
* Designed and implemented complex orchestration processes and proficiently used Workflow and Flow Designer.
* Implemented ITSM-related service level agreement (SLA) measurements and managed ServiceNow CMDB, including configuration, reconciliation, and data modeling.
* Developed and maintained scripted REST APIs with expertise in out-of-box APIs, and demonstrated proficiency in ServiceNow scripting (JavaScript, Glide, Jelly) and APIs.
* Utilized machine learning concepts for Sentiment Analysis, Auto Classification, Auto Routing, and Auto Resolution of incidents and Service Requests within ServiceNow.
* Led the implementation of ITSM solutions, collaborating with development teams, and ensured a unified CMDB, ensuring data quality and integrity.
* Researched and evaluated the latest trends and advances in ServiceNow and proposed new ideas and features to improve customer experience.
* Collaborated with stakeholders and customers to understand their requirements and expectations and deliver solutions that meet their needs and exceed their satisfaction.
* Ensured quality, performance, security, and scalability of ITSM solutions following best practices and standards.
* Led and empowered engineering and data science teams, demonstrating solid leadership skills.
* Deployed, supported, troubleshooted, and maintained highly complex automated systems within a Microsoft SQL Server environment, including SQL Server Reporting Services (SSRS).
* Worked with object-Relational Mapping (ORM) frameworks and proficiency in various programming languages including JavaScript, HTML5, Java, C++, and PHP.
* Experienced in using Team Foundation Server (TFS) for versioning and source control and familiar with JIRA, Git, Confluence, AWS cloud implementations, and DevOps/DevSecOps practices.
* Played a major role to Migrating user authentication from ADFS to Microsoft Azure Active Directory.
* Identified and implemented new processes to improve the reliability, repeatability, and efficiency of Configuration Management.
* Developed and managed a complete ServiceNow service catalog with different items, options, and steps to make it easy for users to request services.
* Personalized catalog items to fit the specific needs of the business and follow best practices, making it simple for users to request services on their own and increasing how often it's used.
* Developed the Service Catalog client scripts and UI policies to make client-side changes.
* Provided strategy and technical insight in designing and supporting ServiceNow based practices on ITSM/ITAM and ensured organizations assets are well accounted for.
* Managed end-to-end IT Asset Management processes using ServiceNow platform, ensuring accurate tracking and optimization of assets throughout their lifecycle.
* Proficient in maintaining accurate and reliable software asset data, conducting regular reconciliations, and ensuring data integrity.
* Developed and delivered detailed reports and dashboards on software usage, compliance status, and cost-saving opportunities.
* Worked with Configuration management stakeholders to identify and implement business requirements.
* Developed a user-friendly survey page with emoji which is Easy for users to understand and Increased response rate.
* Created custom indicators sources, indicators, breakdowns, scorecards for exclusive dashboard using performance analytics.
* Created many Performances Analytical reports to track the Performance of all the Agents.
* Developed and managed application code, user interface, and third-party integration components.

**Deloitte Consulting LLP (Los Angeles, CA) Feb 2022- Feb 2023**

**SOLUTION SPECIALIST/SERVICENOW DEVELOPER**

**Responsibilities:**

* Experience in IT Service Management design, transition, or operations processes.
* Involved in the design and implementation of IT solutions on ServiceNow, Database, and Enterprise Level Service Platforms.
* Built and implemented ServiceNow data model, focusing on ITSM, CSM, SAM, and HRSD modules.
* Developed workflows for approvals and notifications within ServiceNow.
* Used virtual agent chat development and provided support.
* Implemented development best practices to ensure efficient and scalable code.
* Designed and configured ServiceNow APIs, especially GlideRecord, and managed tables within the ServiceNow data model, including fields, relationships, and data organization.
* Utilized ServiceNow ITSM knowledge for Incident, Problem, Change, Knowledge, Service Catalog management processes, and ensured alignment with ITIL practices.
* Demonstrated advanced problem-solving skills to tackle complex issues within the ServiceNow platform.
* Applied basic business analyst skillset to translate end-user requirements into technical development activities.
* Adopted an Agile mindset for application integrations using APIs, web services, scripts, and transform maps.
* Configured authentication methods including SSO, LDAP, SAML.
* Designed and implemented complex orchestration processes and proficiently used Workflow and Flow Designer.
* Implemented ITSM-related service level agreement (SLA) measurements and managed ServiceNow CMDB, including configuration, reconciliation, and data modeling.
* Developed and maintained scripted REST APIs with expertise in out-of-box APIs, and demonstrated proficiency in ServiceNow scripting (JavaScript, Glide, Jelly) and APIs.
* Utilized machine learning concepts for Sentiment Analysis, Auto Classification, Auto Routing, and Auto Resolution of incidents and Service Requests within ServiceNow.
* Led the implementation of ITSM solutions, collaborating with development teams, and ensured a unified CMDB, ensuring data quality and integrity.
* Researched and evaluated the latest trends and advances in ServiceNow and proposed new ideas and features to improve customer experience.
* Collaborated with stakeholders and customers to understand their requirements and expectations and deliver solutions that meet their needs and exceed their satisfaction.
* Ensured quality, performance, security, and scalability of ITSM solutions following best practices and standards.
* Led and empowered engineering and data science teams, demonstrating solid leadership skills.
* Deployed, supported, troubleshooted, and maintained highly complex automated systems within a Microsoft SQL Server environment, including SQL Server Reporting Services (SSRS).
* Worked with object-Relational Mapping (ORM) frameworks and proficiency in various programming languages including JavaScript, HTML5, Java, C++, and PHP.
* Experienced in using Team Foundation Server (TFS) for versioning and source control and familiar with JIRA, Git, Confluence, AWS cloud implementations, and DevOps/DevSecOps practices.
* Experience in business analysis and configuration or administration of ServiceNow modules.
* Understanding Scrum Methodology.
* Design and implementation of new functionalities using Business Rule, Script Includes, UI policy, and Client Scripts.
* Worked on multiple scoped apps for the Internal Learning Experience Project and worked on the enhancements.
* Worked closely with data owners to ensure the quality of the **CMDB** data (CI) is maintained, we implemented the Data Certification Process.
* Provided technical guidance to different teams about how to use **CMDB**, APM and Asset data.
* Assisted in onboarding of CIs and assets into the **CMDB** and AMDB respectively ensuring business and application services are mapped with various ITIL processes such as Incident, Problem and Change
* Created Dynamic Workflow to be used for all catalog items.
* Worked on Scoped App for Scheduling Tasks to various support groups.
* Worked extensively on Workflows and Flow Designer.
* Expert in developing different types of indicators in Performance Analytics.
* Expert organizational and time management skills with the ability to priorities, self-starter able to work independently with minimum of supervision.
* Integrated ServiceNow and AWS environments to streamline IT processes, enhance data exchange, and improve overall service delivery.
* Interpersonal skills, to help negotiate priorities and to resolve conflicts among project stakeholders, such as clients and internal team members.
* Designed, developed, and customized ITOM solutions within the ServiceNow platform to automate and optimize IT operations processes.
* Successfully implemented ServiceNow Discovery and Service Mapping, resulting in improved visibility of IT assets and dependencies.
* Maintained CIs to ensure CMDB accuracy and completeness.
* Strong analytical skills to critically evaluate the information gathered from multiple sources, reconcile conflicts.

**Client: iHEART MEDIA (San Antonio, TX) July 2020- NOV 2021**

**SERVICENOW DEVELOPER**

**Responsibilities:**

* Well versed with Scrum and Agile methodology.
* Involved in the design and implementation of IT solutions on ServiceNow, Database, and Enterprise Level Service Platforms.
* Built and implemented ServiceNow data model, focusing on ITSM, CSM, SAM, and HRSD modules.
* Developed workflows for approvals and notifications within ServiceNow.
* Used virtual agent chat development and provided support.
* Implemented development best practices to ensure efficient and scalable code.
* Designed and configured ServiceNow APIs, especially GlideRecord, and managed tables within the ServiceNow data model, including fields, relationships, and data organization.
* Utilized ServiceNow ITSM knowledge for Incident, Problem, Change, Knowledge, Service Catalog management processes, and ensured alignment with ITIL practices.
* Demonstrated advanced problem-solving skills to tackle complex issues within the ServiceNow platform.
* Applied basic business analyst skillset to translate end-user requirements into technical development activities.
* Adopted an Agile mindset for application integrations using APIs, web services, scripts, and transform maps.
* Configured authentication methods including SSO, LDAP, SAML.
* Designed and implemented complex orchestration processes and proficiently used Workflow and Flow Designer.
* Implemented ITSM-related service level agreement (SLA) measurements and managed ServiceNow CMDB, including configuration, reconciliation, and data modeling.
* Developed and maintained scripted REST APIs with expertise in out-of-box APIs, and demonstrated proficiency in ServiceNow scripting (JavaScript, Glide, Jelly) and APIs.
* Utilized machine learning concepts for Sentiment Analysis, Auto Classification, Auto Routing, and Auto Resolution of incidents and Service Requests within ServiceNow.
* Led the implementation of ITSM solutions, collaborating with development teams, and ensured a unified CMDB, ensuring data quality and integrity.
* Researched and evaluated the latest trends and advances in ServiceNow and proposed new ideas and features to improve customer experience.
* Collaborated with stakeholders and customers to understand their requirements and expectations and deliver solutions that meet their needs and exceed their satisfaction.
* Ensured quality, performance, security, and scalability of ITSM solutions following best practices and standards.
* Led and empowered engineering and data science teams, demonstrating solid leadership skills.
* Deployed, supported, troubleshooted, and maintained highly complex automated systems within a Microsoft SQL Server environment, including SQL Server Reporting Services (SSRS).
* Worked with object-Relational Mapping (ORM) frameworks and proficiency in various programming languages including JavaScript, HTML5, Java, C++, and PHP.
* Experienced in using Team Foundation Server (TFS) for versioning and source control and familiar with JIRA, Git, Confluence, AWS cloud implementations, and DevOps/DevSecOps practices.
* Developed responsive and user-friendly ServiceNow service portals using the Service Portal framework, HTML, CSS, and JavaScript.
* Customized portal themes, layouts, and widgets to align with the organization's branding and user experience guidelines.
* Integrated the service portal with various ServiceNow modules, such as Incident Management and Knowledge Management, enabling users to efficiently interact with IT services.
* Utilized scripting, widgets, form builder, business rules, catalog items, record producers, Multi row variable sets, agent workspace, customer management system, html, page builder.
* Primarily responsible for creating workflows and business rules for process automation, along with client side and server-side scripting in widgets.
* Invoked webservices like REST and SOAP using scripts to facilitate the integrations for the third-party applications.
* Created custom workflows to generate tasks, approvals, and notifications for unique business processes and developed items.
* Use of Import Sets for data loading from external files or databases to the SNOW instance.
* Created multiple Flows and Workflows for Change Process and different Catalog items.
* Implemented 50+ SLA’s for different levels of customers in CSM module.

**Deloitte Tax Services (USI) (Hyderabad, India) MAY 2018- DEC 2019**

**SERVICENOW ADMIN/DEVELOPER**

**Responsibilities:**

* Involved in the design and implementation of IT solutions on ServiceNow, Database, and Enterprise Level Service Platforms.
* Built and implemented ServiceNow data model, focusing on ITSM, CSM, SAM, and HRSD modules.
* Developed workflows for approvals and notifications within ServiceNow.
* Used virtual agent chat development and provided support.
* Implemented development best practices to ensure efficient and scalable code.
* Designed and configured ServiceNow APIs, especially GlideRecord, and managed tables within the ServiceNow data model, including fields, relationships, and data organization.
* Utilized ServiceNow ITSM knowledge for Incident, Problem, Change, Knowledge, Service Catalog management processes, and ensured alignment with ITIL practices.
* Demonstrated advanced problem-solving skills to tackle complex issues within the ServiceNow platform.
* Applied basic business analyst skillset to translate end-user requirements into technical development activities.
* Adopted an Agile mindset for application integrations using APIs, web services, scripts, and transform maps.
* Configured authentication methods including SSO, LDAP, SAML.
* Designed and implemented complex orchestration processes and proficiently used Workflow and Flow Designer.
* Implemented ITSM-related service level agreement (SLA) measurements and managed ServiceNow CMDB, including configuration, reconciliation, and data modeling.
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* Utilized machine learning concepts for Sentiment Analysis, Auto Classification, Auto Routing, and Auto Resolution of incidents and Service Requests within ServiceNow.
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* Researched and evaluated the latest trends and advances in ServiceNow and proposed new ideas and features to improve customer experience.
* Collaborated with stakeholders and customers to understand their requirements and expectations and deliver solutions that meet their needs and exceed their satisfaction.
* Ensured quality, performance, security, and scalability of ITSM solutions following best practices and standards.
* Led and empowered engineering and data science teams, demonstrating solid leadership skills.
* Deployed, supported, troubleshooted, and maintained highly complex automated systems within a Microsoft SQL Server environment, including SQL Server Reporting Services (SSRS).
* Worked with object-Relational Mapping (ORM) frameworks and proficiency in various programming languages including JavaScript, HTML5, Java, C++, and PHP.
* Experienced in using Team Foundation Server (TFS) for versioning and source control and familiar with JIRA, Git, Confluence, AWS cloud implementations, and DevOps/DevSecOps practices.
* Implementation, Customization and Maintenance of ITSM modules such as Incident, Change, Problem, Knowledge, Service Catalog in ServiceNow.
* Hands on experience in creating Users, roles, and User Groups.
* Experience in designing, development and implementation of ServiceNow Platform ITSM application.
* Worked on CMDB and Asset management and Created Transform maps for importing CMDB data.
* Populated the CIs (Configuration Items) and configured the CI relations in CMDB.
* Acted as a point of contact for interacting with ServiceNow Personnel using Hi tickets.
* Responsible for the creation of MID Server and setting up Discovery Schedule to discover the infrastructure and their relationships.
* Well versed with Scrum and Agile methodology.
* Design and develop solutions for customer service management to address business needs.
* Develop new solutions for CSM by working with business and IT personnel.
* Responsible for technical specifications of the ServiceNow CSM solution.
* Coordinated ServiceNow environment/form back-end customizations.
* Experience in gathering core configuration requirements from stake holders, translate these into design model and manage the overall implementation process in cooperation with developers.
* Worked with the Configuration manager, to improve CI data integrity regarding classes, naming conventions, attributes, data sources, and relationships.

**TECH MAHINDRA (Hyderabad, India) FEB 2017-MAY 2018**

**SERVICENOW ADMIN/DEVELOPER**

**Responsibilities:**

* Creating UI Policies, UI Actions, Data Policies and investigating performance issues and necessary troubleshoots are done for performance purposes.
* Involved in the design and implementation of IT solutions on ServiceNow, Database, and Enterprise Level Service Platforms.
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* Collaborated with stakeholders and customers to understand their requirements and expectations and deliver solutions that meet their needs and exceed their satisfaction.
* Ensured quality, performance, security, and scalability of ITSM solutions following best practices and standards.
* Led and empowered engineering and data science teams, demonstrating solid leadership skills.
* Deployed, supported, troubleshooted, and maintained highly complex automated systems within a Microsoft SQL Server environment, including SQL Server Reporting Services (SSRS).
* Worked with object-Relational Mapping (ORM) frameworks and proficiency in various programming languages including JavaScript, HTML5, Java, C++, and PHP.
* Experienced in using Team Foundation Server (TFS) for versioning and source control and familiar with JIRA, Git, Confluence, AWS cloud implementations, and DevOps/DevSecOps practices.
* Customized UI Appearance for Incident, Problem, Change and Project Management Application, which is simple, and easy to use.

**ROOMAN TECHNOLOGIES (Bangalore, India) June 2014- Dec 2016**

**SERVICENOW INCIDENT MANAGEMENT**

**Responsibilities:**

* Maintaining and solving the daily Incident coming from clients and internal users.
* Maintained the Configuration Items and modified the incident forms.
* Maintaining service level agreement (SLA) and monitoring an SLA workflow.
* Involved in requirements Design, Development, and System Testing.
* Developed and maintained spreadsheets for effective management of problem management tickets.
* Records monitors and tracks changes incidents and outages that may impact Customers.
* Manages incident bridge calls driving high-level outages to resolution to increase customers.
* Planned and led weekly meetings with the team to discuss OSS related tickets; managed the on-call schedule for the team including ServiceNow administrator.
* Ensure customer satisfaction by providing regular proactive updates and meeting their contractual SLA’s.
* Be vigilant for possible fraudulent activity and if necessary, raise a security incident report.

**TOOLS AND TECHNOLOGIES**

Java |Java Script| AWS| Redis | GITHUB |SQL| Postgres | Confluence | ServiceNow |ITIL |ITSM |ITOM |XML |HTML |Siebel| SIIAM | Pandora | Tracker | Tracker 2.0 |Document Library| Share point | Call Processing, Tracing and Analysis | Cisco Routers | TCP/IP |DHCP| SSH|