KANHAIYA PANIGRAHI

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Personal Profile

ServiceNow Developer with strong background in development and administration of ServiceNow platform. Having 4.6 years of experience in IT and ServiceNow development.

Work Experience

PTC Software INC.

**Role: Senior Software Specialist** - **July 2019 – Dec 2022  
Role: Full time Intern** - **July 2018 – June 2019**

Skills Summary

• Having total work experience of 4.3 years in the IT industry with hands on experience in providing ITIL and IT Service Management Solutions in IT Infrastructure with expertise in the ITSM suite (Service-Now).

• Solid working Experience on different modules of the ServiceNow.

• Strong experience in interacting with clients, end-users, requirement gathering, understanding requirements, analyzing solutions.

• Ability to work in a team as well as independently.

• Ability to Design & provide solution for any new process/project.

• Leadership qualities, Strong analytical, Logical, Organizational, Multitasking, Execution & presentation skills with ability to co-ordinate activities and interact with end users in a fast- paced team environment and ensure delivery within time frame.

• Having knowledge of programming languages such as Java, C, JavaScript, HTML, CSS, jQuery, AJAX, Angular JS & familiar with JSON, REST, SOAP, XML, SQL etc.

• Familiar with Agile Web Development process & certified SAFe practitioner.

Responsibilities

• Successfully plan, execute, monitor, control, and close all technical tasks related to configuration and implementation of all aspects of the ServiceNow platform.

• Provide software coding and customizations including workflow administration, data imports, integration, scripting, third-party software integrations, and custom application development.

• Conduct team training on new procedures & Grooming newcomers via knowledge sharing.

• Troubleshoot production issues for ongoing & legacy development.

• Create a technical Architect plan for the new Projects.

• Working with process owners and business stakeholders to translate business requirements into functional requirements within ServiceNow and proposing solution designs.

Technical Experience

• Experience in working with Business Rules, Client Scripts, UI Policies , UI Actions, UI Scripts, UI Pages, Script Includes, Mid Server, Service portal, Access Control Lists etc.

• Experience in working with email notifications, inbound actions, reports & Dashboard.

• Experience in creation of catalog items, record producers.

• Worked on Major Incident, Incident, Problem Management, Change Management, Requests, Catalog tasks, Interactions, Knowledge articles etc.

• Configured KCS implementation to perform AQI for support teams.

• Worked on creation and customization of complex workflow & activities.

• Worked on transform maps, data sources and different transform scripts for data loads.

• Worked on Schedule jobs, events, script actions & background scripts.

• Worked on Asset Management and Contracts management customizations.

• Configured custom Email account to send emails from ServiceNow using OAuth 2.0.

• Have done integrations with the various platforms such as Jira Cloud, Sharepoint, Azure, SFDC, Oracle which includes Rest, Soap, OAuth, Orchestration, Scripted REST APIs, PowerShell.

• Worked on two Self-service procurement projects for Europe & America, also one vending machine project with 3rd party vendors.

• Worked on the complete setup and customization of the Virtual agent & NLU model. Also integrated it with MS-Teams and Slack.

• Have done the complete setup of Agent workspace module & implemented customizations.

• Have done custom design & development for OOB Vaccination module.

• Worked on LDAP integration to sync users, groups from Active Directory, also done an integration with AD to fulfill user access requests into multiple groups.

• Worked on Password Reset module and troubleshooted various production issues.

• Experience in managing ServiceNow instance upgrades and cloning/post cloning operations.

Certifications

**• ServiceNow System Administrator**

Education

Indira College of commerce & science, Pune University

**B.Sc. (Computer Science) - July 2014 – June 2017**

**M.Sc. (Computer Science) - July 2017 – June 2019**

**Declaration:**

I do here by declare that above furnished information is true to the best of my knowledge and belief. Place: Pune Kanhaiya Panigrahi