

BHAVESH PARIHAR

SERVICENOW DEVELOPER

+91 9784842607

bhaveshp902@gmail.com

in LinkedIn

Aim to utilize extensive technical knowledge to create impactful solutions that tackle practical challenges, while fostering growth in both personal and professional capacities within a forward-thinking IT service management environment.

Education

- B.Tech. (Computer Science and Engineering)**, JECRC University, Jaipur, 2022
- 12th**, Central Academy, Jodhpur, 2018
- 10th**, Central Academy, Jodhpur, 2016

Core Competencies

- ServiceNow Development
- ITSM (IT Service Management)
- Software Development Lifecycle
- Service Catalogs and Flows
- SLA Management
- Reporting and Dashboards
- LDAP Integration
- Agile Development Methodologies
- Upgrade Management
- Flows Designer
- Automated Testing Framework

Technical Skills

- ITSM: Service Catalog, Flows Designer, Workflows
- Development: JavaScript, Business Rules, Client Scripts, UI Policies, Background Scripts, Script Includes HTML, CSS
- Tools: Postman, Integration Hub
- Reporting: Reporting, Dashboards, Interactive Filters, Database Views

Certifications

- ServiceNow Certified Application Developer→
- ServiceNow Certified System Administrator→

Profile Summary

- Over 3 years of experience as a ServiceNow Developer, specializing in creating and enhancing Service Catalogs, workflows, and business rules, ensuring seamless integration and efficient IT Service Management (ITSM) processes.
- Proficient in implementing and optimizing ServiceNow functionalities including SLAs, notifications, client scripts, and business rules, driving process automation and improving service delivery.
- Experienced in managing both pre- and post-upgrade activities on the ServiceNow platform, ensuring smooth transitions and minimizing disruptions, while enhancing the overall user experience and system performance.
- Skilled in integrating LDAP with ServiceNow for real-time synchronization of user data and group information, streamlining identity management, and improving operational efficiency.
- Hands-on expertise in using JavaScript, Service Catalogs, Scripting, Workflows, and Flows Designer to deliver customized, scalable solutions that align with business requirements, while leveraging automated testing frameworks to ensure high-quality code and performance.
- Led the creation and management of reports and dashboards within ServiceNow, enabling data-driven decision-making and providing real-time insights into key performance metrics.
- Led the development of a service catalog that resulted to increase in operational efficiency, showcasing the ability to deliver impactful solutions that align with business objectives.
- Successfully managed a complex workflow enhancement project, which reduced processing time, demonstrating a commitment to continuous improvement and operational excellence.

Work Experience

Software Engineer | Accenture, Pune | April 2022 — Present

- Developing and optimizing multiple Service Catalogs and their associated workflows to enhance platform functionality.
- Designing and implementing custom workflows and flows to automate business processes.
- Creating and maintaining client scripts and business rules to streamline operations and improve user experience.
- Configuring Service Level Agreements (SLAs) to ensure timely task completion and managing notification processes.
- Managing and generating reports and dashboards for better decision-making and performance tracking.
- Collaborating directly with clients and end-users to troubleshoot and resolve ServiceNow platform issues.
- Overseeing pre- and post-upgrade activities to ensure smooth platform transitions and updates.
- Handling day-to-day platform management, ensuring continuous optimization and user support.
- Tech Stack:** JavaScript, Service Catalogs, Flow Designer, Workflow, SLAs, Reporting, Dashboards

Project

LDAP Integration with ServiceNow

- A project focused on integrating LDAP with ServiceNow for seamless user management.
- Implemented daily synchronization of user data and their respective groups.
- Developed filter queries to enable specific Active Directory (AD) syncs.

Personal Details

- Address: Pune, India
- Languages Known: English & Hindi
- Date of Birth : 2nd February 2000