BHAVESH PARIHAR

SERVICENOW DEVELOPER

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Linke<u>dIn</u>

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

- Engineering), JECRC University, Jaipur, 2022
 - 12th, Central Academy, Jodhpur, 2018
 - 10th, Central Academy, Jodhpur, 2016

Core Competencies

ServiceNow Development

ITSM (IT Service Management)

Software Developmet Lifecycle

Service Catalogs and Flows

SLA Management

Reporting and Dashboards

LDAP Integration

Agile Development Methodologies

Upgrade Management

Flows Designer

Automated Testing Framework

Technical Skills

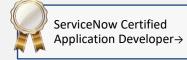
ITSM: Service Catalog, **Flows** Designer, Workflows

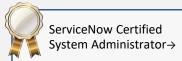
Development: JavaScript, Business Rules, Client Scripts, UI Policies, Background Scripts, Script Includes HTML, CSS

Tools: Postman, Integration Hub

Reporting: Reporting, Dashboards, Interactive Filters, Database Views

Certifications





Profile Summary

- B.Tech. (Computer Science and 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 datadriven 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
- Collaborating directly with clients and end-users to troubleshoot and resolve ServiceNow platform
- 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

 Θ Address: Pune, India

Languages Known: English & Hindi

Date of Birth: 2nd February 2000