 **DEEPAK K DHAR**

**SERVICENOW DEVELOPER**

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**WILL GO ONSITE IF ITS IN LOS ANGELES ONLY**

**ONLY C2C**

**H1B**

* 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.
* Involved in the end-to-end development and implementation of ServiceNow solutions, specializing in HR Service Delivery (HRSD), Customer Relationship Management (CRM), Customer Service Management (CSM), and Service Portfolio Management (SPM).
* Experience in Agile software development process, Test Driven Development and Scrum.
* Strategic Problem Solver: Demonstrated proficiency in designing and configuring ServiceNow applications to address unique organizational challenges, ensuring alignment with business goals and objectives.
* Full-Stack ServiceNow Development: Proficient in the complete ServiceNow development lifecycle, from initial design and configuration to implementation, scripting, and ongoing optimization.
* Cutting-Edge Technology Integration: Adept at incorporating the latest technologies, including JavaScript, Ajax, REST, SOAP, JSON, AngularJS, Bootstrap, jQuery, and ServiceNow Discovery, to create robust and future-ready solutions.
* Cloud Environment Mastery: In-depth knowledge of cloud environments such as AWS, Azure, and Google Cloud Platform, ensuring seamless integration and alignment of ServiceNow applications with evolving business needs.
* Security-Focused Development: Expertise in implementing LDAP for secure user authentication, coupled with a commitment to adhering to industry best practices, resulting in a secure and compliant ServiceNow environment.
* Customer-Centric Solutions: Specialized in developing customer-centric solutions within CRM and CSM frameworks, fostering enhanced customer experiences through efficient case management and service request fulfillment.
* Service Portfolio Mastery: Extensive involvement in Service Portfolio Management, designing and implementing modules to provide a holistic view of services and their lifecycles, contributing to strategic decision-making.
* Continuous Improvement Champion: Committed to staying abreast of ServiceNow platform updates, implementing best practices, and building robust integrations, while documenting configurations to ensure transparency, reliability, and ease of maintenance.
* 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 involves 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**

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| --- | --- |
| 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**

**SERVICENOW Developer**

**Responsibilities:**

* Provided leadership and direction across Configuration management, Integrations, incident management and Support issues.
* Built and customized ServiceNow applications to meet specific organizational requirements, ensuring seamless integration with existing systems.
* Implemented HRSD modules to streamline and automate HR processes, enhancing efficiency and employee experience.
* Developed customized solutions within the CRM framework to optimize customer interactions and facilitate a unified view of customer data.
* Used ServiceNow CSM to design and deliver enhanced customer service experiences, incorporating best practices for case management and service request fulfillment.
* 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.
* Involved in multiple ServiceNow upgrades to ensure smooth transitions and enhanced platform functionality.
* Built and implemented robust JavaScript solutions to meet complex business requirements within the ServiceNow platform.
* Developed RESTful and SOAP web services, facilitating seamless integration between ServiceNow and external systems.
* 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.
* Used JSON for efficient data interchange, ensuring standardized communication and data representation across various ServiceNow modules.
* Designed and configured AngularJS applications within the ServiceNow framework, enhancing user interfaces and overall user experience.
* Implemented Bootstrap and jQuery libraries for UI enhancements, creating visually appealing and responsive user interfaces for ServiceNow applications.
* 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.
* Built integrations between ServiceNow and other enterprise systems to facilitate seamless data exchange and workflow automation.
* Implemented ServiceNow best practices for coding, customization, and configuration, ensuring the reliability and maintainability of the platform.
* Utilized ServiceNow Discovery to automate the detection and mapping of IT infrastructure, optimizing the management of configuration items.
* Demonstrated knowledge of cloud environments, applying expertise to design and implement ServiceNow solutions compatible with various cloud platforms.
* Developed and maintained documentation for ServiceNow configurations, customizations, and integrations, facilitating knowledge transfer and team collaboration.
* Developed and delivered detailed reports and dashboards on software usage, compliance status, and cost-saving opportunities.
* Configured LDAP integration for seamless user authentication and directory services within the ServiceNow ecosystem.
* Leveraged scripting languages to automate processes and enhance ServiceNow functionalities.
* 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 3rd 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.
* Experience in business analysis and configuration or administration of ServiceNow modules.
* Understanding Scrum Methodology.
* Designed and configured ServiceNow modules to align with Service Portfolio Management strategies, providing a comprehensive view of services and their lifecycles.
* Configured and maintained ServiceNow instances, ensuring optimal performance, scalability, and adherence to security standards.
* Involved in the continuous improvement of ServiceNow applications, keeping abreast of platform updates and implementing new features to enhance functionality.
* 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.
* 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:**

* 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.
* Customized UI Appearance for Incident, Problem, Change and Project Management Application, which is simple, and easy to use.
* Developing the UI actions to use them in catalog items, implemented using UI scripts on SNOW.
* Identified and developed quality management plans, test scenarios, and test scripts for user acceptance based on system requirements.
* Maintaining service level agreement (SLA) and monitoring an SLA workflow.
* Worked with clients to assess current state processes and tools, defined ServiceNow requirements and developed and configured the ServiceNow platform.
* Designed and delivered technical methodologies around the ServiceNow platform.
* Escalates identified system breakdowns to necessary support teams to decrease outage downtime.
* Configuring Permission Roles and Access Rights to the support staff.
* Approval process Configuration.
* Provided recommendations on setting urgency and priority while determining business impact.
* Fully documents all actions taken from the start to end of an incident.
* Established next steps for Root cause analysis.

**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|