

Ganpati Dattatray Shinde

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## PROFESSIONAL SUMMARY

Results-driven ServiceNow Professional with 5+ years of experience in designing, developing, customizing, and implementing enterprise ServiceNow solutions. Skilled in ServiceNow ITSM, custom application development, workflow automation, integrations, scripting, and agile delivery methodologies. Strong expertise in troubleshooting complex technical issues, improving platform performance, and collaborating with cross-functional teams to deliver scalable business solutions. Experienced in mentoring teams, handling stakeholder communication, and driving process improvements.

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## CORE SKILLS

ServiceNow Development

ITSM / ITOM / CMDB

Service Catalog & Workflows

Service Portal Development

Business Rules & Client Scripts

Flow Designer & IntegrationHub

REST & SOAP API Integration

JavaScript / Glide API

Agile & Scrum Methodologies

Incident / Change / Problem Management

UI Policies & UI Actions

Custom Application Development

Automation & Scripting

Troubleshooting & Debugging

Team Leadership & Mentoring

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## PROFESSIONAL EXPERIENCE

Senior ServiceNow Developer / Consultant  
Pune, Maharashtra

June 2021 – Present

### Key Responsibilities

Designed and developed scalable ServiceNow applications and modules for enterprise clients.

Customized ITSM workflows, forms, business rules, UI policies, and client scripts.

Implemented REST and SOAP integrations with third-party enterprise systems.

Led agile development activities including sprint planning, code reviews, and deployments.

Coordinated with cross-functional teams to ensure successful project delivery.

Resolved complex ServiceNow platform issues and optimized system performance.

Mentored junior developers and provided technical guidance.

Improved automation processes using Flow Designer and IntegrationHub.

### Key Achievements

Reduced ticket resolution time by 35% through workflow automation.

Successfully delivered multiple ServiceNow implementation projects before deadlines.

Improved platform performance and reduced manual tasks using custom automation solutions.

Enhanced user experience through optimized Service Portal development.

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ServiceNow Developer

Infosys | Bengaluru, Karnataka

July 2018 – May 2021

#### Key Responsibilities

Developed and maintained ServiceNow modules for IT service management.

Created catalog items, workflows, notifications, and approval processes.

Worked on scripting using JavaScript and Glide APIs.

Participated in requirement gathering and technical solution design.

Integrated ServiceNow with enterprise applications and monitoring systems.

Supported production deployments and troubleshooting activities.

#### Key Achievements

Automated repetitive ITSM processes reducing operational effort significantly.

Delivered high-quality solutions with minimal production defects.

Contributed to successful ServiceNow upgrades and enhancements.

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#### PROJECTS

##### Enterprise ITSM Transformation

Implemented complete ITSM lifecycle solutions using ServiceNow.

Developed custom workflows for incident, change, and problem management.

Integrated external enterprise tools using REST APIs.

##### HR Service Delivery Automation

Built automated onboarding workflows and employee request management solutions.

Improved HR request turnaround time using ServiceNow automation.

#### Service Portal Enhancement

Developed responsive Service Portal pages and widgets.

Improved end-user experience and self-service capabilities.

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#### EDUCATION

Bachelor of Engineering (B.E.) in Information Technology  
Savitribai Phule Pune University  
2018

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#### CERTIFICATIONS

ServiceNow Certified System Administrator (CSA)

ServiceNow Certified Application Developer (CAD)

ITIL Foundation Certification

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#### TECHNICAL SKILLS

##### Platforms & Tools

ServiceNow

Jira

Git

Postman

VS Code

Languages

JavaScript

HTML

CSS

Methodologies

Agile

Scrum

SDLC

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SOFT SKILLS

Leadership

Communication

Problem Solving

Team Collaboration

Stakeholder Management

Analytical Thinking

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DECLARATION

I hereby declare that the above information is true and correct to the best of my knowledge and belief.

Date: 17 May 2026

Place: pune, Maharashtra

Signature:  
Ganpati Dattatray Shinde