

Pallavi HD

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Tech enthusiast in **servicenow administrator** and **Developer** with over 3.10 years of Work Experience as **System Engineer** at Tata Consultancy Ltd.,

Experience Summary:

- **Three years ten months of work experience in Tata Consultancy Services.** (servicenow administration/developer, second and third level production support in servicenow, ITIL process management, Application performance analysis, catalog item)
- Hands on experience in Analyzing and solving problems in the field of servicenow applications and modules
- Experience of implementing inbound and outbound API integrations with ServiceNow
- Strong understanding of core ITSM applications (Service Catalog, Release, Asset, Change, Problem and Incident)
- Excellent understanding of the ways in which ServiceNow can be configured and scripting within the tool.
- Experience in IT Service Management and IT operations Management Implementation of ServiceNow
- Have nine months over experience in ServiceNow platform.
- Strong communication skills both written and verbal
- Ability to translate business requirements into technical formats.
- Knowledge on how to assess the performance of a ServiceNow environment and to diagnose performance problems and best practices for improving performance.
- Hands on experience on the ServiceNow platform particularly in the areas: Tables, Forms, Workflows, Reports, Business Rules, Catalog Item, Notifications, Manual Messages, UI scripts, Import sets, Events, Schedules Jobs, MID Servers.
- Knowledge of web based and scripting languages (JavaScript, HTML, XML, Web Services (REST))

Education:

Sep 2011 – June 2015

- Bachelor of Engineering, Computer science and Engineering

Siddaganga Institute of Technology, Tumkur

(Affiliated to Visvesvaraya Technological University, Belgaum)

CGPA: 7.0/10

Technical Skills:

- **Domain** Insurance, Telecom, Business Financing Security Investments (BFSI)
- **Languages** JavaScript, REST API, Unix basics, SQL, C#.
- **Web Services** Postman API, REST
- **Database** Oracle SQL Developer, MySQL, SQL Server 2008
- **Tools** SAAS Agent Online, Antillia, Fiddler, CRM, Siebel CRM and renumber tools, CRM, Eclipse IDE., Visual Studio Code, HPSM
- **Operating System** Windows 7, 8 and 10, Linux
- **Editors** Eclipse, Notepad++

Career-Related Experience:

Assistant System Engineer

Jan 2016 – Dec 2016

Tata Consultancy services

Project 1: Financial Risk Management (FRP) – worked with client SWISS RE

- I involved in Learning and using ETL processes for designing and preparing the codes that meet the program specifications as well as the Client requirement.
- Worked on **Oracle SQL server and Informatica mapping.**
- Database maintenance of RM data and report generation using Business Object.
- Involved in implementation or creating new modules based on the client requirements. of modules based on business requirement document, impact analysis, unit testing and documentation, Used ServiceNow for Reporting

Associate System Engineer

Jan 2017 – July 2018

Tata Consultancy services

Project 2: British Telecom Application – worked with client BT (British Telecom)

- Checking the server logs to perform server health monitor with respect to load management.
- Automation of application monitoring with automation scripts and various monitoring tools
- Correction of the user data by posting xml with proper user data
- Production Database Management and configuring Batch Jobs and involved in anticipating, reporting, solving issues.
- Handling Change management for Application Support using HPSM tools and Involved in implementation of modules based on business requirement document, impact analysis and documentation.
- Attending client calls for various P1 and P2 calls co-ordinating with different teams for resolving issues
- Interacting with USER who are facing issue and resolving issues by directly sharing screen and understanding which part of journey, they are facing an issue
- Used ServiceNow for ITIL management

System Engineer

Sep 2018 – till date

Tata Consultancy services

Project 3: ITSSM - SEI – working in client (Fidelity Investments) place

- Providing second and third level support to the Production Support team in ServiceNow operations production support.
- Involved in server patching activities using myserver and EI patching tools.
- maintains the data flow between ServiceNow and other existing applications.
- Develop, maintain and enhance applications in ServiceNow.
- Providing support responsibilities to end-users of the software
- User and Group Management
- Manages the Data ware house application to make sure the records are processing in ServiceNow.
- Analyzed extensively to resolve internal tickets via ITIL process.
- Developing Service Catalog Solutions based on user Enhancement Requests.
- Provides solution to the users with respect RESP API implementations within the organization.

Certifications:

- Best Performer certificate recognized by client.
- Windows Android application certificate by Microsoft in 2015.

Awards and Achievements:

- Employee of the month award at Tata Consultancy services.
- Received E-card appreciations from clients thrice for solving show stop issues quickly.
- “On The Spot” Award recognized by TCS GEMS
- Star team and Best team awards

Extracurricular Activities:

- Have Hosted Corporate events like Toastmasters.
- Performed on stage activities like skits, dance and participate in Marathon.

Personal Details:

- **Date of birth** 05/01/1994
- **Sex** Female
- **Languages** English, Kannada, Hindi
- **PAN** CWNPP6655B
- **Passport** M9190038
- **Address** #327, 5th cross, Ravikirloskar, chikkabidarakallu Tumkur Road, Bengaluru-560073