Belkar O

ServiceNow Developer, 3+ years experience
Pune, India
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ServiceNow Developer with 3+ years of hands-on experience designing and implementing ITSM and Service Catalog solutions. Skilled in building automated workflows using Flow Designer, business rules, and client/server-side scripting to streamline operational processes. Strong expertise in REST API integrations for seamless system communication and data exchange. Proven ability to develop custom workflows and enhance platform functionality to improve efficiency and service delivery. Experienced in collaborating with stakeholders to translate business requirements into scalable ServiceNow solutions.

INDUSTRIES: IT Services Cloud Enterprise Technology, Enterprise Software

TECHNICAL SKILLS

• Servicenow Development	3 years & 1 months
• ITSM	3 years & 1 months
• Glide Api	3 years & 1 months
• Service Catalog	3 years & 1 months
• JavaScript	3 years & 1 months

PROJECT DETAILS

• ITSM & Service Catalog Automation — January-2023 - December-2024

Project Description: Implemented and supported an enterprise-wide ServiceNow ITSM platform to manage Incident, Problem, Change, and Service Request processes. Automated request fulfillment using Service Catalog and Flow Designer, reducing manual effort and improving SLA adherence. Integrated ServiceNow with external systems using REST APIs for user and ticket data synchronization. Provided production support and enhancements based on business requirements.

Responsibilities: Configured Incident, Problem, Change, and Request Management modules. Designed and developed Service Catalog items with dynamic forms and approvals. Built automation using Flow Designer, Business Rules, and Script Includes. Implemented REST API integrations for user and ticket data exchange. Configured ACLs to enforce role-based access control. Created reports and dashboards for SLA and operational monitoring.

Technologies: ServiceNow ITSM, Service Catalog, Flow Designer, Business Rules, Client Scripts, UI Policies, Script Includes, REST API, IntegrationHub, ACL, Reports, Dashboards

Industry: IT Services Cloud Enterprise Technology

• ServiceNow Integration & Automation

Project Description: Developed automation and integration solutions on the ServiceNow platform to streamline business processes and system interactions. Implemented REST-based integrations to exchange data with external systems and automated workflows using Flow Designer. Enhanced request management through custom scripts, approvals, and optimized Service Portal experiences.

Responsibilities: Designed and implemented REST API integrations with external systems. Developed reusable Script Includes for integration and business logic. Built automation flows using Flow Designer for request processing. Configured approval workflows and access controls (ACLs). Enhanced Service Portal forms and user experience. Implemented scheduled jobs for data synchronization and cleanup. Ensured secure and efficient execution of automated processes.

Technologies: ServiceNow, REST API, IntegrationHub, Flow Designer, Script Includes, Service Portal, ACL, Scheduled Jobs

Industry: Enterprise Software

EDUCATION

• Bachelors degree in Computer Applications from DY Patil International University, Pune — 2020 - 2023

LANGUAGES

• English - native

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