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| **Career Objective** |

To be associated with a progressive organization that gives me the scope to apply my knowledge & skills and be part of a team that dynamically works towards success.

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| **Academic Qualifications** |

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| **Course** | **Institute** | **Board/University** | **Year of Passing** |
| B.Sc(H) Computer Science | Shaheed Sukhdev College of Business Studies, Delhi | Delhi University | 2013 |
| Intermediate | Holy Child School, Ghaziabad. | Indian School Certificate Examination(ISC) | 2010 |
| High School | Holy Child School, Ghaziabad. | Indian Certificate Of Secondary Education Examination(ICSE) | 2008 |

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| **Technical Skills** |
| Domain Knowledge | - | ITSM |
| Programming Language | - |  Java, JavaScript, HTML |
| Database Knowledge | - | Microsoft SQL Server |

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| **Other Qualifications/Certificates** |

* **Done GNIIT course from Ghaziabad.**
* **Pursuing MCA from IGNOU.**

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| **Professional Experience** |

* 6 months of experience in teaching.
* 6 months of experience in manual testing.
* 1.11 year of experience in operations support, administration and customization of applications in Service-Now.
* Done Automation in Service-Now with Selenium tool.
* Deft at working on Service-Now.
* Skilled in development of Service-Now Applications.
* Proven skills on SLA reporting and analysis.
* Possess sound knowledge of project management process & ITIL standards.

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| Organisational Experience |

1. **October 2013 –April 2014 ERICSSON,Gurgoan**

**Highlights**:

* Done Manual Testing
* Prepared Test cases and raised bugs in JIRA.
1. **Since April ’14-till date HCL Technologies Ltd., Noida**

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| **Client** | EMC |
| **Role** | Service-Now Developer and Tester. |
| **Team** **Size** | 4 |
| **Period** | May’14 – March’15 |
| **Description** | This project aimed at customization of various modules like Incident Management, Problem Management, Change Management, Service Request Management, Email notifications etc.Then once it was developed It was automated. |
| **Environment** | Service Now |

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| **Client** | METSA |
| **Role** | Service-Now Developer and Tester.. |
| **Team** **Size** | 2 |
| **Period** | Aug’15 – till date |
| **Description** | This project aimed at customization of various SLAs, Inbound Email Acttion , Integrations , etc. |
| **Environment** | Service Now |

**Highlights:**

* Used ITIL best practices to capture business requirements.
* Customization and configuration of Incident, Problem, Service requests and Change management.
* Involved in coding for the various modules using business rules, Client scripts, UI Polices, Script Includes.
* Worked on creating and modifying the Email notifications and Email templates along with the events.
* Configuration of various SLA reports.
* Worked on UI Pages and customization of ESS
* Maintained process documents to track the project activities.

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| **Skills** |

* Effective communication skills.
* Responsible and trustworthy.
* Positive attitude and energy towards completing the assigned tasks.
* Able to adapt quickly and positively to challenging situations whilst remaining calm

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| **Personal Information** |

**Date of Birth :** 13 May, 1992

**Hobbies :**  Listening Music, Movies

**Gender :** Female

**Marital Status :** Married

**Nationality :** Indian

**Languages Known :** English, Hindi and Punjabi

**First Name of Application CV No:** **1656744**

Whatsapp Mobile: +971504753686

