

PRAKSHAL JAIN

ServiceNow Developer | CSA · CAD · CIS-CSM

📍 Delhi, India

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📁 Prakshal/Portfolio

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PROFESSIONAL SUMMARY

ServiceNow Developer with 4+ years of IT experience, 3+ years driving ITSM & CSM transformations across 8+ client projects. Proven in scalable, zero-rollback solutions with 60–70% effort reduction and 70% processing time savings. OOTB-first, ITIL-aligned, committed to automation and platform optimization in Agile.

TECHNICAL SKILLS

- ServiceNow Modules:** ITSM (Incident Management, Problem Management, Change Management, Request Management), CSM (Case Management), Service Catalog, Employee Center Portal, Service Portal, CSM Portal, Now Mobile (Record Screens, Actions, Push Notifications), SLAs, Surveys
- Scripting & Development:** JavaScript, Client Scripts, Business Rules, Script Includes, GlideRecord, GlideAjax, UI Policies, UI Actions, ACLs, Email Scripting, Scoped Applications
- Automation & Workflow:** Flow Designer, Subflows, Custom Actions, Decision Tables, Scheduled Jobs, Inbound Email Actions
- Reporting & Workspaces:** Dashboards, Performance Analytics, Service Operations Workspace, CSM/FSM Workspace
- Integrations & Data Management:** Scripted REST APIs, eBonding (Bi-Directional), LDAP, Twilio, JSON, Transform Maps, Import Sets
- Other Technologies & Tools:** Java, Spring Boot, SQL, MySQL, Apache Kafka, Talend ETL, Jenkins, Jira, Bitbucket, Git, HTML, CSS, XML, Agile
- AI & Automation (Learning):** Virtual Agent, Agentic AI, Now Assist

WORK EXPERIENCE

Enterprise Services | Remote, India

01/2025 - Present

ServiceNow Developer

- Delivered end-to-end ITIL-aligned ITSM and CSM solutions on the Now Platform across 5+ client projects spanning manufacturing, retail, and technology sectors.
- Configured Incident, Request, Change, and Case modules with custom SLA flows, routing logic, and structured two-step approval workflows.
- Architected 8–10 Service Catalogs per client, leveraging Client/Server-side Glide scripting, UI Policies, UI Actions, and tailored email notification templates.
- Implemented diverse Inbound Email Actions across 5+ clients, automating 90% of ticket creation and assignment with client-specific routing logic, minimizing manual logging.
- Streamlined ticket lifecycle via Scheduled Job automation and survey-driven closures, significantly reducing resolved-state backlogs.
- Migrated 20+ Update Sets across dev, test, and production instances with zero rollbacks, resolving post-migration bugs swiftly to maintain release stability.
- Enabled mobile operations via Now Mobile and Agent App configurations, cutting agent effort by 60–70% across client deployments.
- Engineered REST integrations (Twilio, bi-directional eBonding) and optimized bulk data ingestion via Transform Maps and JSON payloads, slashing processing time by 70%.
- Built Performance Analytics dashboards for SLA, P1, and ticket trend monitoring while heading a 4–5 member Agile team through testing, documentation, training, and production support.

Growinity Solutions LLP | Associate Software Engineer | Pune, India

06/2024 - 12/2024

ServiceNow Developer

- Resolved 10+ production defects via Update Set migrations across dev and production instances, ensuring zero-downtime operations for 2–3 clients
- Designed 5+ Service Catalog items with multi-step automated approval workflows using Flow Designer, delivering client demos and reducing manual intervention.
- Developed dynamic business logic using Script Includes, Business Rules, Client Scripts, and GlideAjax to improve form efficiency.
- Established Gmail SMTP integration, LDAP user sync, Scheduled Job-based ticket closures, and ITIL-compliant ACL controls for role-based access.

Seeco Control System | Remote, India

04/2023 - 04/2024

ServiceNow Developer

- Completed structured ServiceNow ITSM training and applied hands-on expertise across core platform modules in a live project environment.
- Managed Incident, Inventory, and Request lifecycle via Employee Service Center (ESC) portal for internal employees and contributed to CSM portal enhancements for external vendors.
- Configured Service Catalog items and Record Producers with structured assignment rules to standardize request routing.
- Implemented Script Includes, Business Rules, Reference Qualifiers, and GlideAjax to optimize form logic and process efficiency.

Infosys Limited | Digital Specialist Engineer | Bengaluru, India

10/2021 - 02/2023

Morgan Stanley (Client) | Java Full Stack & Kafka Developer

- Worked across Java 8, Spring Boot, Talend ETL, Kafka, MQ, Kerberos, Jenkins, Jira, Splunk, and Bitbucket in Agile.
- Engineered Kafka and MQ data pipelines for Morgan Stanley, reducing processing time from 7–8 hours to 20 minutes through direct client collaboration.
- Modernized legacy Spring to Spring Boot with Talend ETL and spearheaded MVP1 production deployment with secure pipeline documentation.

CERTIFICATIONS

- ServiceNow Mainline Certifications:** CIS-CSM (Jan 2026) | CSA (Feb 2026) | CAD (Dec 2024)
- ServiceNow Micro-Certifications:** Agentic AI Executive, Platform Analytics, UI Builder, Flow Designer, Service Portal, Playbooks Advanced
- ServiceNow Accreditations:** Customer Service Management, AI Agents

EDUCATION

Bachelor of Engineering in Information Technology

Walchand Institute of Technology, Solapur, Maharashtra

74.71% (8.82 CGPA)

(2017-2021)