

KAUSTUBH KULKARNI

ServiceNow Developer | CSA | CAD | CIS-VR

Designation: Sr. Infra Developer
Experience: 3.5+ Years
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CERTIFICATIONS

- [Certified System Administrator](#)
- [Certified Application Developer](#)
- [Certified Implementation Specialist - Vulnerability Response](#)

PRIMARY SKILLS

- ServiceNow Administration
- ServiceNow Development
- SecOps VR/SCM/AP
- Integration
- Upgrade
- Procurement
- Agile Methodology
- ATF

PROFESSIONAL SUMMARY

- Experienced in Procurement, SecOps - VR/AVR/CC/CVR modules.
- Experienced in business rules, script includes, client scripts, catalog client scripts, UI actions, transform maps, scheduled jobs, script actions.
- Experienced with ServiceNow functionalities: reference qualifier, UI policy, data policy, notifications.
- Experience in creating workflows and flows.
- Experienced in ITSM modules like incident & problem management.
- Experience in importing the data using import set transform map.
- Experience in importing CIs and CI relationships using import sets.
- Experience in ServiceNow integration with third-party applications.

WORK EXPERIENCE

Sr. Infra Developer - Cognizant Technology Solutions India Pvt. Ltd. **Dec 2024 - Present**

- **Title** - ServiceNow Development **Current**
- **Technology** - SecOps VR/AVR/CC/CVR
- **Description** - Project aimed to work on VR/AVR/CC/CVR modules based on PO requirements.

Roles & Responsibilities :

- Worked on customizations in modules.
- Created remediation target rules.
- Worked on transform map to import penetration test records.
- Modified workflow for deferral process.
- Worked on approval configuration for False positive for AVUL.
- Worked as support for VR deployments & client issues.
- Created RFCs to fix data in PROD.
- Worked on UI Policies and Client scripts.
- Worked on business rules , script includes.
- Created custom views & view rules for AVR.
- Created assignment rules for AVUL.
- Created escalation notifications.

- **Title** - ServiceNow Development **6 Months**
- **Technology** - ServiceNow Procurement Project
- **Description** - Working on Procurement and custom integrations as per client requirements

Roles & Responsibilities :

- Worked on user import Integration.
- Created ACLs, groups and roles to provide users with the required access.
- Developed Notifications to notify integration failures to Stakeholders.
- Created RFCs to fix data in PROD.
- Worked on creation and modification of record producers.
- Created custom views for form.
- Custom view rules created to show data as per requirements.
- Worked on Data import using excel.
- Created required transform maps.
- Worked on UI Policies and Client scripts.
- Used ATF to validate the functionality developed for each Jira ticket.

- **Title** - ServiceNow Development **2.3 Years**
- **Technology** - SecOps VR/CCM/AP
- **Description** - The project aimed to modify VR/CCM/AP modules based on PO requirements.

Roles & Responsibilities :

- Worked on customizations for Qualys and Folsom integrations.
- Developed consolidated email solutions subsequently adopted in two additional projects.
- Created ACLs, groups and roles to provide users with the required access.
- Created workflow for deferral process.
- Created Notifications to notify integration failures to Stakeholders.
- Worked on some Jira tickets for Threat Intel re-rating
- Created RFCs to fix data in PROD.
- Created workflows for policy exceptions in AP, automating previously manual processes.
- Worked on Upgrade for VR module.
- Worked with SCM POs to create new fields and update from integration.
- Created scheduled jobs to send emails to stakeholders to remind that tasks are due.
- Dynamically generated Excel sheets and sent them as attachments to stakeholders.
- Used ATF to validate the functionality developed for each Jira ticket.

- **Title** - ServiceNow Implementation & Integration **6 Months**
- **Technology** - ITSM, Integration
- **Description** - The project aimed to integrate third-party application with ITSM.

Roles & Responsibilities :

- Integrated Teams with ServiceNow to send Teams notifications upon the creation of incidents.
- Involved in implementing /customizing business rules and script includes as per client requirements.
- Worked on UI actions, client scripts to make user interface more effective.
- Worked on glide ajax to call server-side data to client side.
- Customized workflows as per the business requirements.
- Created data policies as per business needs.
- Worked on flow designer to update the functionality as per requirements.

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- Responsible to create service catalog, order guide, record producer.
 - Imported data from various data sources to ServiceNow tables using import set & transform maps.
 - Created Reference qualifier to filter data on the reference field.
 - Written business rules to update work notes on another tables on update of record on other table.
 - Made changes to an existing script include to improve performance.
 - Created Script actions for the appropriate requirements to run code in the background.
 - Created ACL's & query to prevent unauthorized access to records on table.

EDUCATION

- **Post-Graduation - Master's in Computer Applications (MCA)** **2019-2022**
Savitribai Phule Pune University
Institute of Management & Career Courses (IMCC), Kothrud 411039
- **Bachelor's Degree - Bachelor of Computer Applications (BCA)** **2016-2019**
Savitribai Phule Pune University
Bhartiya Jain Sanghtana's college of Arts,commerce & Science, Wagholi 412207