

## PROFESSIONAL PROFILE

A results-driven IT consultant and ServiceNow specialist/product lead with over 9 years of experience in consulting and presales across international markets in Asia and Europe. Proven expertise in delivering high-quality, on-time solutions for clients in healthcare, retail, oil, manufacturing, automotive, and banking sectors. Certified in ServiceNow Administration, ServiceNow CIS-HRSD, Scrum (PSM1), and ITIL V3, with strong skills in process design, solution delivery, and stakeholder management. A skilled communicator and team leader, fluent in English and Hindi.

### ► ServiceNow ITSM

Designed and implemented best practice solutions in ServiceNow as per business requirements for Incident, Change, Problem, Demand, Service Catalog, Request Fulfillment, Asset and Configuration Management.

Implementations lead of ServiceNow version upgrades - Fuji to Helsinki and Helsinki to Kingston, London to New York. New York to Paris and Paris to Quebec version.

Experience with 3<sup>rd</sup> party integration with the ServiceNow platform.

Developed multiple Service Portals for large global clients.

### ► ServiceNow Facility Management

Consulting and implementation experience in facility management at world's biggest pharma and diagnostics company.

Gathering business requirement for 4facility app and implemented case/catalog/knowledge management for customer including SAP and Speedikon integration.

### ► ServiceNow Workplace Service Delivery (WSD)

Project Management, Consulting, and migration experience in WSD projects.

Gathering business requirement for WSD and implementation support for case Management/knowledge management/Space reservation/space mapping using Mapped-in for customers across the globe.

### ► ServiceNow Project Portfolio Management (PPM)

Project Management & consulting experience in PPM projects.

Managing PPM projects to stay within budget and defining phases for PPM implementation in customer instances.

### ► ServiceNow Scoped Application

Project Management and Consulting for designing solution for scoped application within ServiceNow

Gathering business requirement, re-structuring process and defining new process to solve business requirements with the help of building new ServiceNow custom applications for different customers.

### ► ITIL Framework and Process Design

Designed, documented, and implemented various processes for the manufacturing and banking customer within ServiceNow (Incident, Change, Problem, Demand, Service Catalog, Request Fulfillment, Asset and Configuration Management).

Developed training material and conducted training sessions for both end customers and IT technical resolver teams.

### ► **Project Management and Delivery**

Managed projects for multiple client engagements by developing detailed project plans, status reports and gap analysis and documenting clear requirements for stakeholder sign off.

Senior client leadership and stakeholder management to gain buy-in for project scope and timelines.

Managed and coordinated offshore technical teams in India by clearly communicating requirements and set expectations of delivery goals.

Currently working as Service Delivery Manager to ensure delivery of projects and stake holder management. Supported pre-sales within organization and responded to multiple RFPs for international clients.

## **PROFESSIONAL EXPERIENCE**

**ServiceNow**, Amsterdam, Netherlands

Feb'2022-Present

ServiceNow is platform of platforms that is changing the way people work. With a service orientation toward the activities, tasks and processes that make up day-to-day work life, ServiceNow helps the modern enterprise operate faster, and with more scalability, than ever before.

### **Subject Matter Expert, HRSD & Product Lead, WSD – ServiceNow**

Provided presales and implementation expertise for various customers implementing HRSD and WSD, guiding customers through scoping, design, deployment, user training, and value realization. Ensured seamless project execution and stakeholder alignment through strategic communication, effective planning, and proactive management.

### **Senior Business Process Consultant, Dutch online travel agency**

March'22–April'23

Driving a HR project as ServiceNow Business Process Consultant for Dutch online travel agency in designing Enterprise onboarding and Transitions. Capturing requirements into workbook thereafter create and managing user stories. Supporting Engagement managers to plan the workshops and planning.

### **Senior Business Process Consultant, Global Commercial vehicles manufacturer**

April'22–April'23

Driving a Human Resource Service Delivery (HRSD) project as ServiceNow Business Process Consultant for global commercial vehicles manufacturer company for designing HR Service Delivery to replace existing tools and increase employee experience and satisfaction. Also responsible for conducting workshops, gathering requirements to convert them into user stories. Supporting Engagement managers to plan the workshops and planning.

### **Plat4mation GMBH**, Frankfurt Am Main, Germany

June 2019–Dec'2021

Plat4mation is one of the ServiceNow's Elite partner in the world, Plat4mation provides advisory, implementation and support services on ServiceNow to customers across globe.

**Scrum Master & Business Process Consultant, Global Healthcare Company**

June 2019–Dec'21

Driving a project as ServiceNow Business Process Consultant and Scrum Master at a Switzerland based healthcare company to implement a facility management with new Self Service Portal.

- Accountability for the design & technical solution (ServiceNow) of the Facility Management and user interface of a front-end customer facing portal.
- Responsible for driving workshops to define requirements for facility Case/Request/Knowledge /Problem management.
- Driving technical workshops to define requirements for the integrations with 3<sup>rd</sup> party tools (Speedikon/SAP) for facility to define facility CMDB
- Managing the development team and customer stakeholders to deliver a solution aligned with best practices and strict client requirements.
- Ensuring all stakeholders are informed and trained on the solution and process being implemented.
- Defining action plans to ensure timely delivery according to requirements.

**ServiceNow Consultant, SM & PM, Global Online Marketplace Company**

June 2019–March-21

Driving a project as Service Delivery Manager, ServiceNow Functional Consultant, Scrum master (SM) & Project Manager (PM) at a United States based global online marketplace company to implement multiple processes in ServiceNow for e.g. the global onboarding/offboarding employee request, PPM implementation, Finance & ITSM Module Enhancement in ServiceNow.

Accountability for the design & technical solution (ServiceNow) of new hire process and user interface of a front-end customer facing portal.

- Responsible for driving workshops to define requirements for onboarding and offboarding(including change user data, suspend access and unsuspend access) process for the new hire/employee in the organization.
- Driving technical workshop to define integrations for account creations/deactivations for employees in 3<sup>rd</sup> party tools like OKTA, Dell Boomi, oracle fusion etc.
- As a Scrum master responsible to deliver MVP (Minimum Viable Product) within budget and timeline.
- With agile deployment methodology responsible to drive daily standups, sprint planning and sprint retrospective.
- Responsible for driving workshops to define requirements for PPM implementation phase1 with major stakeholders and managing projects.
- Ensuring all stakeholders are informed and trained on the solution and process being implemented.
- Developing detailed project and action plans to ensure timely delivery according to requirements.

**Functional Consultant, SM & PM at Global Oil, Gas and Petrochemical Company**

Jan'21–Dec'21

Driving a project as ServiceNow Functional Consultant, Scrum master & Project Manager at an Austrian based global oil, gas and petrochemical company to implement the Workplace Service Delivery Application, so that users can reserve desk & parking space in the office.

- Responsible for driving functional workshops to understand requirements for booking desks and parking by different group of users/employees in an organization
- Responsible for defining functional requirements & interface design with Sipass for opening parking barrier automatically on the basis of employee's car plate.
- Creating and managing stories in the backlog or in sprint.

- Responsible for managing project as Project Manager (PM) to define weekly/monthly status reports and tracking budgets/timelines and managing escalations.
- Ensuring all stakeholders are informed and trained on the solution and process being implemented.
- Developing detailed project and action plans to ensure timely delivery according to requirements.

**Tata Consultancy Services (TCS), Pune, India**

March 2015–May 2019

TCS's Global ITSM Center of Excellence is responsible for advising global 1000 clients on Digital Service Management Transformation; Cloud related tool support and Lean Service Operational Excellence.

**Technical Lead, Global Manufacturing Company, Sweden/Belgium/Hungary**

August 2016–May 2019

Driving a global project as technical lead and project manager at a Swedish manufacturing company to implement a Service Catalog and a new Request Fulfillment process with new Self Service Portal.

- Accountability for the technical solution (ServiceNow) of the Service Catalog and user interface of a front-end customer facing portal.
- Managing the development team and process consultant to deliver a solution aligned with strict client requirements.
- Ensuring all stakeholders are informed and trained on the solution and process being implemented.
- Developing detailed project and action plans to ensure timely delivery according to requirements.

**Technical Lead, Global Manufacturing Company**

August 2017–June 2018

Completed a global project as technical lead and project manager at a Swedish manufacturing company to build a Network CMDB in ServiceNow and migrate database from 3<sup>rd</sup> party tool to ServiceNow and upgrade of ServiceNow from Helsinki to Kingston.

- Accountability for the technical solution (ServiceNow) of the Network Request Fulfillment process and data migration from lotus notes to ServiceNow.
- Managing the development team and process consultant to deliver a solution aligned with strict client requirements.

**Technical Lead, Global Manufacturing Company**

August 2016–August 2017

Completed a global project as technical lead and project manager at a Swedish manufacturing company to create a Change Management process and implementation in ServiceNow and build CMDB in ServiceNow and migrate database from 3<sup>rd</sup> party tools to ServiceNow.

- Accountability for the technical solution (ServiceNow) of the setup of CMDB applications, Business Processes, Servers and data migration from lotus notes to ServiceNow.
- Project managing the development team and process consultant to deliver a solution aligned with strict client requirements.

**Offshore Lead & Developer, Global Manufacturing/Automotive Company**

March 2015–August 2016

Completed a global project as ServiceNow developer and offshore lead at a US based manufacturing company and Japan based automotive company to build the ITSM suit for Incident, Change, Problem, Demand, Asset, Service Catalog Management process and implementation in ServiceNow.

- Accountability for the technical solution (ServiceNow) of the setup of Incident, Change and Service Catalog and ESS Portal to ServiceNow.

- Responsible for creating content for training for Service Desk and train them on how to handle Incidents and Service Requests in ServiceNow.
- Responsible for collecting all the technical specification from onsite lead and convert them into a solution for implementation in ServiceNow.

## **EDUCATION**

**M.Tech**, (Master of Technology) Electrical Engineering - Specialization in Power Electronics Machines & Drives, Institute of Technology, Nirma University, India

**B.E.**, (Bachelor of Engineering) Electrical & Electronics Engineering, IES IPS Academy, India

## **PROFESSIONAL CERTIFICATIONS**

**ServiceNow CIS- HRSD**

**ServiceNow Admin**

**Scrum Master PSM-I**

**ITIL V3 Intermediate Service Operation/Design/Transition, and CSI**

## **AWARDS**

- TCS Beyond Excellence Award
- Service Commitment award
- CLP Faculty award
- Special Initiatives

Online Presence @ <https://swapnil-agrawal.com> & <https://www.linkedin.com/in/swapnil-agrawal-4a0a6920>