# Akshay Palekar

## Senior ServiceNow Developer

Highly skilled ServiceNow developer with 5 years of experience designing, developing and implementing solutions on the ServiceNow platform aiming to leverage my skills to successfully fill the role of Senior ServiceNow Developer.

## EXPERIENCE

### The Cloud People, Oslo, Norway

Solutions Architect (Contractor, Remote): Jan 2023 - Present

- Experience with implementing Facilities Management (Nuvolo) within ServiceNow for a multinational convenience and gas chain store with 15,000+ locations.
- Created solution and architecture for bi-directional REST API integration, to enable ServiceNow to interact with 3rd party vendor applications. This allowed vendors to seamlessly create, view and update their work orders.
- Implemented custom service portal for vendors to create and keep track of their work orders.
- Provide detailed technical architecture analysis, design and direction of development activities including writing technical documentation and release notes.

### Jahnel Group, Schenectady, New York

ServiceNow Developer (Contractor, Remote): Jul 2018 - Dec 2022

- Integrated ServiceNow with 3rd party applications and services like AWS, JIRA and Infoblox using REST services to provide organizations with more unified and streamlined IT management experience, improving productivity and efficiency while reducing errors and overhead.
- Worked on CSM implementation where I helped integrate ServiceNow with Google Maps for vendors to order services using the Service Portal. Used SOAP protocol to build bi-directional communication between SAP and ServiceNow to help the client leverage their existing services in SAP.
- Helped develop custom applications in ServiceNow to digest cloud logs (multi-cloud), to provide filtering capabilities to help with application monitoring.
- Created custom warehousing solution for a multinational logistics company to manage their warehouse inventory to reduce shipping times leading to cost savings.
- Expertise in creating Service Catalog items, Record Producers, Order Guides and UI pages.
- Developed custom global/scoped applications, using client and server-side scripting.
- Build custom portals and widgets from scratch using HTML, CSS, and AngularJS to improve user experience and help non-technical users navigate and request resources with ease.
- Created custom solutions for client requirements and enhancements, and acted as lead developer and critical point of contact for multiple clients.
- Analyzed code and requirements, identified process improvements, and recommended changes to enhance standards and performance.
- Collaborated with other developers, designers, and architects to develop applications on the ServiceNow platform as well as implement, enhance, and optimize existing modules.
- Strong communication skills with clients, solutions architects, technical leads, and service delivery managers to identify requirements and develop solutions.

## CERTIFICATIONS

- ServiceNow Certified Application Developer - Issued Jan 2021, Credential ID 21822775
- ServiceNow Certified System Administrator - Issued Mar 2020, Credential ID 20971116

## EDUCATION

- Masters in Computer Science - New York Institute of Technology, New York City, NY    Sep 2016 - May 2018, 3.93 GPA
- Bachelors in Computer Engineering - Atharva College of Engineering, Mumbai, MH    Sep 2010 - May 2016

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### Contact Information:

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### Modules:

- Service Catalog
- CSM
- Nuvolo
- ITSM
- SECOPS
- CMDB
- Change Management

### Tools & Technologies:

- JavaScript
- AngularJS
- Python
- Typescript
- HTML5
- CSS3
- Bootstrap
- jQuery
- Git

### Social:

akshaypalekar.com

github.com/akshaypalekar

linkedin.com/in/akshaypalekar