

Nilam Lalge

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SKILLS

- **Client-Side Scripting:** UI Policy, Client-Script, JavaScript
- **Server-Side Scripting:** Business Rule, Script Include, Scheduled Job, Reference Qualifiers, ACLs, UI Actions, Data Policy
- **Applications & Modules:** Service Catalog, Dictionary Override, Import Sets, Update sets, Knowledge Management, Reference Qualifiers, Reports & Dashboards, Events, Notifications, SLA
- **ServiceNow Development & Design:** ITSM, ITIL Framework
- **Web Services & Integration:** SOAP, REST, LDAP, Slack, ServiceNow
- **Methodologies:** Agile/Scrum, SDLC
- **Additional Expertise:** Process Automation, Inbound/Outbound Emails

PROFESSIONAL EXPERIENCE

Belatrix Consultancy Services PVT. LTD.

ServiceNow ITSM Developer

April 2023 – Present

Pune, India

Project 1

May 2024 – Present

- Orchestrated end-user support and executed ServiceNow development strategies, leading to a 45% improvement in system performance and a 30% rise in user approval ratings
- Optimized and configured ServiceNow ITSM workflows to align with business processes, enhancing operational efficiency by 30% and reducing system downtime by 20%
- Coordinated incident, problem, change, and release management processes, enhancing IT service stability by 22% and cutting resolution times by 50% through streamlined procedures and efficient resource allocation
- Innovated and refined service catalogs, workflows, and record producers, driving operational excellence and reducing service-related errors by 45%, leading to a 30% improvement in overall service quality
- Designed and executed an end-to-end automation solution for routine administrative tasks, resulting in a 20% increase in overall operational efficiency and saving 60 hours monthly
- Enhanced tool functionality by customizing UI policies and business rules, resulting in a 40% reduction in user errors and a 25% increase in task completion speed
- Configured status transitions, assignment rules, SLAs, categories, and approvals, resulting in a 25% increase in workflow efficiency and a 15% reduction in processing time across the board
- Engineered impactful performance analytics reports and interactive executive dashboards, showcasing key performance indicators, driving a 25% boost in data-driven decision-making and strategic planning

Project 2

April 2023 – May 2024

- Directed end-to-end ServiceNow support, focusing on innovative enhancements and cutting-edge development; achieved 35% faster ticket resolution and 20% increase in positive user feedback
- Pioneered the configuration and refinement of user profiles, groups, and roles, enhancing system performance and cutting down maintenance time by 20%
- Refined assignment rules and workflows, streamlining processes and enhancing user experience; decreased task completion time by 25% and decreased error rates by 15%
- Improved developer understanding and reduced project turnaround time by 20%, enhancing overall product quality
- Devised and implemented transformative features using Business Rules, Client Scripts, UI Policies; improved user satisfaction scores by 35% and reduced error rates by 20%
- Innovated the design and configuration of service catalogs and request workflows, boosting service delivery efficiency by 50% and cutting down operational bottlenecks, leading to a 20% rise in customer satisfaction
- Transformed complex data imports into user-friendly formats, achieving a 25% boost in data processing speed and maintaining 98% data integrity
- Revamped and standardized operational workflows on the ServiceNow platform, leading to a 30% reduction in incident resolution time and enhancing system reliability by 20%
- Crafted and administered access control lists (ACLs), boosting system security by 50% and ensuring data integrity, while reducing unauthorized access attempts by 30%
- Drove effective communication between development and support teams, provided round-the-clock application support, and resolved critical incidents within SLA timelines, cutting downtime by 30%

Cinetrix Infotech Services Pvt.

July 2022 – December 2022

ServiceNow Developer Intern

Pune, India

- Collaborated with senior developers to assist in designing and configuring ServiceNow ITSM modules, including Incident, Problem, and Change Management, ensuring alignment with ITIL standards
- Designed and performed custom Service Catalogs and workflows, enhancing end-user functionality and usability
- Created user-friendly forms, improving accessibility and user satisfaction by 15%
- Developed Policies, Business Rules, Client Scripts, optimizing platform performance and reducing manual intervention by 20%
- Constructed catalog items and order guides to enhance service delivery, cutting order errors by 30%
- Participated in data import processes using Import Sets, ensuring 98% accuracy in data transformation

EDUCATION

Savitribai Phule Pune University, Pune

Master of Science | CGPA: 8.6/10

July 2019 – April 2021

Pune, India