



Tushar Wattamwar

Infra Transformation Analyst

+91 9545349170 wattamwart99@gmail.com [LinkedIn Profile](#)

Pune, Maharashtra, India Male WhatsApp

ServiceNow Developer at Accenture with 3+ years of experience, specializing in ITSM solutions. Proficient in daily administration, development, and implementation of ServiceNow environments. Possess a strong foundation in ITSM, Dashboards & Reporting, and Agile/Scrum methodologies. Skilled in CMDB fundamentals and good at client interaction for effective requirement gathering, analysis, and solutioning. Committed to delivering high-quality ServiceNow solutions that align with business objectives.

SKILLS

ServiceNow

ServiceNow (ITSM/ITOM)

JavaScript

Python

HTML

WORK EXPERIENCE

Astellas Pharma
System Engineer - ServiceNow

Mar 2025 – present
Pune, India

Accenture
Infra Transformation Analyst

Jul 2022 – Feb 2025
Pune, India

ServiceNow Developer.
CSA & CAD certified.

- Performed day to day administration of the Service-Now tool Maintain business services and configuration item relationships in the ServiceNow instance.
- Collaborating with the clients/stakeholders for gathering requirements and delivering solutions.
- Responsible for maintaining the ServiceNow data such as Users, Groups, Roles, Configuration Items.
- Worked on ServiceNow modules like Incident Management, Change Management, Knowledge Management, Customized form designs, form layouts, Flow Designer and Custom Application.
- Proficient in supporting in IT Service Management (ITSM) for optimising and streamlining the business processes to decrease the organizational technology challenges.
- Maintained or enhanced the ITSM modules like Incident, Request, Knowledge, Catalog Items, Workflows, Reports and Dashboards and SLAs as per the business requirements.
- Customizing out of the box requirements using Business Rules, Client Scripts, UI Policies and ACLs to cater the client requirements.
- Worked on investigating and fixing issues with Emails and Email notifications.
- Imported and Transformed data in the target tables with the use of Transform Maps.

- Worked closely with the Risk and Compliance team for understanding the Change Management process.
- Experience in configuring the SLA Definitions.
- Monitoring and optimizing the ServiceNow Discovery and CMDB leading to an enhanced configuration management experience for the client.
- Maintained the Discovery Mid Servers.
- Experience in Production migration via XML or Update Sources for handling the release Management activities.
- Troubleshooting complex issues in the ServiceNow environment.
- Worked on ServiceNow Instance Cloning and Upgrade.

EDUCATION

M.Tech, Data Science and Engineering BITS Pilani	May 2024 Pune, India
B.E. Computer Engineering Smt. Kashibai Navale College Of Engineering, Pune • 8.16 CGPA	2017 – 2022 Pune, India
12th, HSC BSM Junior College, Pune • 58.62%	2015 – 2017 Pune, India
10th, CBSE City International School Kothrud, Pune • 7.1 CGPA	2005 – 2015 Pune, India

CERTIFICATIONS

ServiceNow Certified System Administrator (ServiceNow)	2022 Pune, India
ServiceNow Certified Application Developer (ServiceNow)	2022 Pune, India
Python Programming (University Of Michigan)	2021
MTA - Introduction to Programming Using Javascript (Microsoft)	2019
C/C++ Programming (Seed Infotech & IIT Bombay)	2017