

ARYAN RAJ

SERVICENOW ADMINISTRATOR

CAREER OBJECTIVE

ServiceNow professional with close to 2 years of hands-on platform experience across Operations, CMDB, and Platform Analytics for enterprise accounts including Mercedes-Benz (Daimler) and Helmerich & Payne. Skilled in incident and SLA management, dashboard and reporting design, CMDB & Discovery, and driving process automation that has improved operational efficiency and SLA adherence. Recognized for handling critical P1/P2 escalations and mentoring team members. Seeking a ServiceNow Administrator role to apply platform administration and analytics expertise.

PROFESSIONAL EXPERIENCE

Technical Process Specialist Jul 2026 – Present

Infosys BPM — Client: Mercedes-Benz (Daimler), ID Card Dept. | Pune

- Lead ServiceNow operational support and process optimization initiatives, ensuring SLA compliance and high service quality
- Design and maintain interactive dashboards, Platform Analytics reports, and performance metrics for operations and leadership
- Analyze incident, request, backlog, and queue trends to identify improvement opportunities and support data-driven decisions
- Support critical P1/P2 incident management, ensuring timely resolution and effective stakeholder communication
- Mentor team members through knowledge sharing, documentation, and onboarding initiatives

Senior Technical Process Executive Nov 2024 – Jul 2026

Infosys BPM — Client: Mercedes-Benz (Daimler) | Pune

- Designed ServiceNow dashboards and performance reports for L1/L2 teams using Platform Analytics and data visualizations, streamlining weekly operations reviews
- Played a key role in the ID Card Department's L1 support transition, contributing to a 93% direct resolution rate and reduced escalations
- Created structured training decks, onboarding material, and a consolidated quick-reference guide from KBs and training documents
- Recognized as highest ticket resolver with 1,000 tickets closed in one month; improved ticket aging and backlog dashboards for better visibility

Scholar Trainee May 2022 – Dec 2023

Wipro — Client: Helmerich & Payne | Hyderabad

- Built and customized ServiceNow dashboards and an integrated Incident/SR tracking portal, improving visibility and efficiency
- Managed Incident, Service Request, and Change workflows ensuring SLA compliance; recognized as Highest Incident Resolver for 2 consecutive months
- Contributed to production server vulnerability remediation via ServiceNow task tracking and daily health checks; authored KB articles to reduce recurring tickets
- Provided technical support for Microsoft BizTalk, Hyland Perceptive Content, and Epicor Vantage

CONTACT

Phone +91-9431963856

Email ysaryanraj@gmail.com

Location Pune, Maharashtra

LinkedIn linkedin.com/in/ysaryan

EDUCATION

Scaler
Software Dev. & DSA | 2023–2024

Karim City College, Jamshedpur
B.C.A, Computer Science | 2019–2022

CERTIFICATIONS

Complete ServiceNow System Administrator Course

ServiceNow CMDB & Discovery

All You Need to Know About ServiceNow Development

Micro-Certification: Welcome to ServiceNow (Zurich)

Data Structures & Algorithms

TOP SKILLS

ServiceNow CMDB & Discovery

Platform Analytics & Dashboards

Incident & SLA Management

User, Group & Role Administration

ITSM: Incident, Change, SR, Catalog

Update Sets & Deployment

Business Rules & Workflow Config.

Data-Driven Reporting

AWARDS & RECOGNITION

Highest Ticket Resolver — 1,000 tickets/month

Highest Incident Resolver — 2 consecutive months

93% Direct L1 Resolution Rate