Diksha Khatwani English

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FRONT END DEVELOPER

Profile

Front-end developer with 4 years of hands-on experience in designing web as well as mobile applications. I have completed post graduation diploma in Programming and Web Technologies at Institut supérieur d'informatique. Proficient in JavaScript, JSON, XML, Angular, and React. I have a good understanding of ITIL processes, and ServiceNow's ITSM/ CSM application. I am adaptive, proactive, and efficient. Skilled at troubleshooting and solving bugs, creating dashboards, writing white papers, conducting brainstorming sessions or demonstrations, etc.

Technical Skills

Programming Languages	C, C++, Java SE, JavaScript, JSON, React, Angular, GoLang, Android, PHP, AJAX, Flutter, Dart
Web Technologies	HTML5, CSS, Node.js, React, NPM, XML, Bootstrap
Back-end	Oracle, MySQL, PostgreSQL
Tools	ServiceNow, Tableau, Splunk, Remedy Form Builder, Confluence, JIRA, GitHub, Docker

Professional Experiences

ServiceNow Developer Oct 2020 – Aug 2021

Link Group, India

- **Upgraded instances** as and when required (Paris, Quebec)
- **Identified and resolved bugs** with pre-developed features or integrations (Splunk, Sailpoint, IAC, Okta, etc.)
- Discovered configuration items from Microsoft Azure system using **Azure Discovery**
- Enhancements for knowledge management, change management, incident and problem management, etc.
- **Integrated ServiceNow instances**

ServiceNow Developer Jul 2017 – Oct 2020

Larsen and Toubro Infotech, India

Project: Design chatbot for Global Service Desk

Speedy resolutions, quicker response time, helped saving manual efforts on less complex task, enabled self-help and real-time reporting
- Automated ticket creation (Enabled decision making - Raise an incident/ request)
- Logical queue routing (Based on selected solution, users are automatically routed to high or normal priority live agent queue)
- Different workflow views (for live agents and users)
- Customized NLU (Natural Language Understanding) model using ServiceNow NLU model builder

Projects

Fotorama

Build an application which allows users to upload high resolution images. These images will only be visible to users' followers. Application was created using Flutter, Dart, NodeJS, React, and Firebase. Agile methodology was followed for the software development life cycle.

This was a group project and we used GitHub for collaboration. My role was of lead architect, who is responsible for creating architecture of the application including comparing and finalize technologies, creating robustness or sequence diagrams, work on user stories or epics and support other developers in case of blockers.

TrackMe

This project was to build an application which tracks different activities like your calorie intake investments, savings and expenses. Application was created using Java, Room Database and concepts like OOPS, MVC.

Education

Programming and Web Technologies, Attestation of College Studies *Institut supérieur d'informatique* – Montreal, QC	2021- present
Computer applications, Bachelors degree *Aryan College – Ajmer, RJ*	2014 - 2017

Certifications

ITIL V4 Foundation Certified   August 2019
Axelos

Other Experience

Reception Team Member   Jan 2022 – Jul 2022
Lufa Farms, Montreal
- Maintained a positive attitude in a fast paced environment
- Ensured accuracy of the inventory count, quality and expiry.
- Worked in the freezer, 4-degree fridge and room temperature zones