

Tushar Mishra

Assistant Manager, Ernst And Young

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WWW <https://reacademy.ai>

I have total 9 years of experience, which comprises of 8 years of experience as a ServiceNow Architect along with 4 years specializing in Machine Learning, implemented solutions in the Financial, Manufacturing, and Retail sectors. Integrated OpenAI and open-source LLMs to develop use cases such as Risk Sensing, Multi-Document RAG systems, and multilingual sentiment analysis chatbots. Fine-tuned LLMs for HR queries to build an HR chatbot and deployed enterprise chatbots that interact with multiple SaaS applications using NLP and Generative AI. Led a 10-member team and managed 20 direct reports, demonstrating strong leadership and team management capabilities.

Work History

2019-11 - Current

Senior Technical Consultant

Ernst & Young, Jersey City, NJ

- Senior Technical Consultant responsible for implementing GRC, PSM, HRSD, CSM, ITSM, Manufacturing, and Custom Apps in ServiceNow
- Spearheaded SAP HR integrations through API Manager and SAP PO, and integrated SAP HANA and SAP Ariba with ServiceNow for PSM.
- Developed Risk Sensing, RAG applications, and a sentiment analysis chatbot for interaction with multiple SaaS platforms.
- Fine-tuned open-source LLMs for targeted use cases, including HR queries and financial document interaction
- Created a agentic AI workflow in ServiceNow in healthcare space

2018-05 - 2019-11

Sr. Infra Developer

Cognizant Technology Solutions, Pune, India

- Worked as a ServiceNow Implementation Specialist, handling SQL Server data collection and integration with data lakes to streamline data ingestion for BI visualization
- Supported implementation of ServiceNow Discovery, focusing on resolving credential and pattern-based errors in servers, and developed Identification and Reconciliation rules for CMDB and Asset Management.

2016-01 - 2018-05

Systems Engineer

Tata Consultancy Services, Trivandrum, India

- Served as core developer for pattern analysis and anomaly detection in network devices, while also working as network engineer responsible for establishing, troubleshooting, and optimizing IT infrastructure connections.
- Developed a finance-specific custom app and created dedicated finance portal within ServiceNow's Service Portal.

Skills

Expertise: ServiceNow,Python, Javascript, Generative AI

Familiar: R,SAP Suite,Postman, Jira, Azure, Aws, Github

Database: DataLake, Hadoop, SQL, NoSQL and Oracle

Data Analytics, Data Mining, Dashboard

Machine Learning, Deep Learning

Education

2022-07 - Current

Advanced Management Course in Business Analytics: Business Analytics

Indian School of Business - Hyderabad

Advanced Management Program in Business Analytics

- Led a capstone project focused on liver tumor detection and segmentation. I designed the project architecture and developed a novel 3D algorithm to visualize tumors from PET scans in 3D.

2011-07 - 2015-01

Bachelor of Technology: Computer Science

Uttar Pradesh Technical University - Uttar Pradesh, India

Completed a computer science degree with specializing in AI and machine learning.

Key projects included developing a university campus management website and Course recommendations

Coursework covered core areas such as C, Java, Data Structures, Cloud Computing, Operating Systems, and Networking.

Achieved a GPA of 70%.

2009-04 - 2010-04

High School Diploma

CBSE - Ayodhya, UP

GPA: 87

2007-04 - 2009-04

High School Diploma

CBSE - Ayodhya, UP

GPA: 92.4

Accomplishments

- Established and manage [Reacademy.ai](#), a website dedicated to democratizing AI by sharing Generative AI use case implementations and addressing AI implementation queries.
- Led a team to first place in a ServiceNow x EY Gen AI hackathon Twice, showcasing a fine-tuned HR chatbot and Employee Portal experience and Agentic AI healthcare workflow
- Recipient of quarterly Spot Awards and consistently recognized as a top performer.
- Marathon runner and technology enthusiast.

Certifications

2024-08	Microsoft - Azure AI900
2024-05	Duke University - DevOps, DataOps, MLOps
2024-04	Managing Machine Learning Projects with Google Cloud
2024-02	ServiceNow - Certified Application Developer, CIS HRSD Gen AI pro, CIS ITSM Gen AI pro
2023-08	DeepLearning AI - Short Courses on LLM, Gen AI

Languages

English, Hindi	<div></div> Bilingual or Proficient (C2)
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