

Objective:

To obtain an expert level **ServiceNow Developer** and **Administrator** position in an IT infrastructure support that will allow me to make a contribution to the field and organization.

Professional Summary:

- Having **4+ Years** of experience as working with **ServiceNow Administrator** and **Developer**.
- Hands-on experience in providing **ITSM** solutions with expertise in ServiceNow, **ITSM** Modules like **Incident Management, Problem Management, Change Management, Service Request Management, and Knowledge Management**. Involved in Integration **REST API/Soap**.
- Experience of handling Bug Fixes and Enhancement requests.
- Experience working with **Client Side Scripting** and **Server-Side Scripting, UI Policies, UI Actions, Client Scripts, Business Rules, Script Includes**.
- Strong ownership, accountability, and attention to detail in all work efforts.
- Experience working with **Email Notifications, Inbound Actions, Reports** and **Home pages**.
- Experience on creation of **Catalog Items, Wizards, Record producers, User guide**.
- Working on creation and customization of **complex Workflows** and **custom Workflow activities**.
- Worked with **Transform maps, Data sources** and different **Transform scripts** for data loads and management.
- Working with **Schedule Jobs, Events** and triggers to manage business needs and handle background work.
- Experience with implementing configurable **SLA Management**.
- Created **UI Actions, UI Policies, and ServiceNow Reports** and **Dashboards**.
- Created **Transform maps** to import data through Excel.
- Creating **Update Sets** and moving from one instance to another instance for testing.
- Use **SCRUM/Agile** development methodologies.
- Working with **Schedule jobs** to manage business needs and handle background work.
- Using **ACL's** for providing field level security and table level security.
- Good experience in Requirements understanding and analyzing.
- Developing Functional and Technical Specifications and provide User Training.

Professional Experience:

- Worked as Senior cloud Engineer for **Ltimindtree, Bangalore** from **May 2022** to present
- Worked as Associate consultant for **Capgemini, Hyderabad** from **April 2021** to March 2022 .
- Worked as Consultant for **Tech M , Bangalore** from **Dec 2019** to 2021 April.

Educational Qualification:

➤ **B.Tech (CSE) from JNTU pulivendula, Kadapa, Andhra Pradesh in 2016.**

Technical Skills:

Primary Skill: ServiceNow Developer and Administrator

Operating Systems: Windows 7, 8, 10, and XP.

Tool: ServiceNow.

Scripting Language: JavaScript

ITIL Process: Incident Management, Problem Management, Change Management, Service Request Management, and SLA.

Modules: ITSM, ITAM, CMDB, REST integrations, virtual using NLU.

Project Profile:

Project #1

Project : Scania,

Role : Consultant

Roles & Responsibilities:

- Facilitating rollout of new applications and modules.
- Design and implement new functionality using Business Rules, UI Policies, and ACL's.
- Service Catalog and Request Workflow Design and Configuration
- Created various workflows for Incident Management, Problem Management, Change Management, Service Request Management, Knowledge Management and SLA's.
- Involved into the integrations with REST/Soap.
- Worked on ServiceNow notifications, inbound actions, and notification scripts in this project.
- Created Buttons and context menus both on form and lists using UI actions.
- Imported Active Directory to Service now using data sources.
- Involved in gathering the requirements, documenting the requirements and get those signed off from client and parallelly working on implementing the solution technically.
- Focusing on not only developing the solution but also with best practices followed in the industry.
- Responsible for responsive design of service portal in Mobile view, Tablet view and Desktop view.
- Got the exposure in all aspects like supporting, Quality assurance, consulting, managing the team.
- Following the Agile methodology by call with scrum master as well as with team members for the new enhancements in the project.
- Excellent written, verbal, listening, communication & interpersonal skills.
- Created transform maps both automatic field mapping and scripting.
- Understanding the business requirements and convert them into functional solutions within ServiceNow using mentioned ServiceNow skillset.
- Took ownership of tasks which are assigned from multiple clients and provide solutions to them within stipulated time.

Project #2

Project : UK Retail Client

Role : Software Engineer

Roles & Responsibilities:

- Users, Groups & Roles Administration. Merging the roles into other roles, maintaining the instance so that all the applications are available to respective users.
- Involved in Enhancement of all the major modules like Incident Management, Problem Management, Change Management, Knowledge Management, and Service Request Management.
- Customized the processes as per the business requirements.
- Creating User Records, Group records and Assigning Roles to Users.
- Worked with Users to resolve the User Access Issues and Application UI Configuration.
- Having daily communication with customer for requirements clarification.
- Regular interaction with on shore team to resolve the issues.
- Defined Users, Groups and Roles and providing accessing permissions.
- Importing the Data in different formats (Excel, CSV, and XML) via attachments.
- Worked with Import and Update sets.
- Participated in validating Form and Table level using UI Policies.
- Written Business Rules for customizing the tool.
- Written Client Scripts, UI Actions for customizing the tool.
- Customized Incident/Problem/Change/Service catalog applications using Business rules, Client scripts.
- Using different workflow activities and added new conditions for activities.
- Responsible in building SLA and generating Reports.
- Created Email notifications, Email Templates and Mail scripts, trigger email notifications from server side scripts by using events existed in event registry.
- Used Transform maps to import Data to Configuration Management.