

Name: **Adepu Harikrishna**

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Summary:

Expertise in service now modules

- **ITSM** - Incident management, Problem management, Change management, knowledge management
- **HRSD** - HR Services, HR criteria, Manage life cycles, COE security policies
- **Service Catalog** - Built simple, medium, and complex catalog items, worked on both workflow and flow designer
- **Platform basics** - Client scripts, UI Policy, Business rule, script includes, notifications, UI actions, ACLs, Data source, transform map workflow, flow designer, basic reports, dashboard, schedule job - script, report, export, data import
- Data source, transform maps, Transform map scripts

Professional Summary:

Total Experience- 2.5 Years

- Present Working as SNOW Developer in Randstad Technology pvt Limited, Pune from (Aug17 2023 to till now)
- Worked as ServiceNow Developer in RMSI Pvt Limited, Hyderabad from (Nov29 2021 to july24 2023).

Experience summary:

1. **ITSM:** Have a process understanding and configured few customizations in Incident, Major incident, Problem, Change and knowledge management.
2. **Platform Basics:** Client-Side Scripting
 - Client Scripts: Worked on different types of Client Scripts [On Change, Onload, On Submit].
 - UI Policy: Worked on UI Policy [Onload and On Change]
3. **Server-side Scripting:**
 - Business Rule: Worked on different types of Business Rules [Before, After, Async, Display].
 - Script Include: Used script include for both server and client side
 - UI Actions: Used UI Action as Client Side, Server side and Both.
 - Dictionary Entries: Created different types of fields, Dependent, Reference Qualifier [Simple Advanced].
 - Dictionary Overrides: Good Understanding on Overriding the attributes in the Child Table.
 1. On record Insertion or Updating
 2. Event based

- **ACLs:** Good understanding in different types of Security Rules [Table Level/Field Level/*Level and in Roles, Condition, Script Based]
 - **Scripting:** Glide Record, Glide Ajax etc.
4. **Data Source/Transform Maps:**
- In Data Source loaded an Excel Attachment and created an import set table Created an Transform map and mapped source table and target table fields Validated all the field maps using run script/field mapping scripts/transform scripts
 - Worked on reports, Dashboards, Homepages
5. **Service Catalog/Request Management:**
- Created Simple, Medium and Complex Catalog Items by associating workflow
 - Created Variables, Variable Sets, User Criteria, Catalog Client Script, Catalog UI Policy
 - Created Workflows to the Catalog Items
 - Created Record Producer to the Custom Application
 - Created order guides by relating multiple items to create a single request
6. **Custom Application:** Worked on Custom Application and designed record producer, custom table/fields creation, Server side and client-side scripting, flow formatters etc.
7. **HRSD** - Have a process understanding in HR Services, HR criteria, Manage life cycles, COE security policies

Technical Skills:

- JavaScript, ServiceNow
- Office Package- Microsoft word, Microsoft excel, Microsoft Power Point.

Educational Qualification:

- Bachelor of technology In Mechanical Engineering from Jawaharlal Nehru Technological University Year 2020, Hyderabad.

Personal Details:

Name: Adepu Harikrishna

DOB: 21-07-1999

Linguistic proficiency: English, Hindi, Odia