ARAVIND S

SERVICENOW DEVELOPER – CSM / ITSM/ FSM

CAREER SUMMARY

- Experienced in different ServiceNow modules such **as Incident/Problem/Change management, Knowledge management, Reporting and Notifications.**
- Experienced in creating **Service Catalogs, Record producers, Order Guides, Import Sets, SLA** and monitoring its workflows.
- End to End knowledge in implementing **approval workflows**.
- **ITSM** and **CSM** along with **Reports, Dashboards** and **Portal** Developments.
- Worked on **omni-channel environments** through portal like chat, calls, live interactions and emails.
- Implemented **Contract management** for customer Products in an efficient manner.
- Followed **best practices** of ServiceNow in developing and customizing Business Rules, Scripting (Includes UI Policies, Catalog Client Scripts and Client Scripts), and Scheduled Jobs
- Experience in **creating custom flows and sub flows by understanding** the requirement and implementing it in an efficient manner.
- Successfully utilized **Agile/Scrum method** to get together the prerequisites and requirements of client's stories.
- Developed **custom scoped applications** using Studio and configured ACL's.
- Assists with the identification of issues by developing and reviewing **system audits, logs** research process and data flows.
- Setting up the **reports and dashboards** to monitor the performance.
- Worked in **PPM application** to monitor employee Projects overall performance within the organization and worked in modules like domain separation.
- Implemented **Performance Analytics** using automated and formula indicators to get the forecast for the required analysis.

PROJECT SUMMARY
Project 1: ITSM implementation
Client: IT Service Industry

Responsibilities

- Worked closely with requirement gathering team and then implementing them for creation of catalog items.
- Performing UI/UX testing, test cases, unit testing and user acceptance testing.
- Created and Customized **Business Rules, Client Scripts, Script Includes UI Policies, UI Actions** and **Scheduled Jobs**
- Managed all aspects of the **Service Catalog** application, including scripting functions such as creating UI Macros or business rules.
- Created catalog items, workflows, inbound emails actions for service requests.
- Developed Service Catalog items and **Flows** based on the requirement provided by the stakeholders.
- Configuration of Email Notification and Alerts to notify users about specific activities in the system such as updates to Change/Incident/Request

- Customizing Service-now as per the user's requirement and maintain the ServiceNow administration and development.
- **Users, Groups & Roles Administration**. Merging the roles into other roles, maintaining the instance so that all the applications are available to respective users.
- Configured business rules to trigger email events which send emails to users who have impacted and for whom that ticket has been assigned.
- Configured **Client scripts** for display and hide of some fields based on some conditions, to generate alerts for users help.
- Creating **new fields/dictionary entries for various tables like Incident, change & knowledge**.
- Implement the Front-end validations using Client scripts.
- Handling database operations using business rules.
- Design and **Configuration of workflows** to meet specific business needs to support ITIL and business processes.

Project 2: SPM (Strategic Portfolio Management)- ITSM Implementation
Client: Internal organization
Role: ServiceNow Developer

Responsibilities
- Created a **hierarchy setup and relations** for entire tables and its respective relations and references for the smooth data handling .
- Customized and developed various forms from scratch and manipulated field values based on the requirements.
- Created **custom scoped applications** and implemented view and roles based restrictions and various **access controls** over applications.
- Retrieved and **Imported large data** from excel using transform maps.
- Created **Reports along with drilldowns** for better analysis.
- Efficient in setting up the **portfolios** and the respective data restrictions on top of it.
- Created **Custom widgets** on portal to view the relevant employee details .

Project 3: CSM Implementation
Client: Service Industry
Role: ServiceNow Developer

Responsibilities
- Configured various entities within CSM modules like Accounts, Contacts, Contracts and Entitlements, Partners and Customer Assets
- Developed Virtual Agent flows, NLU and Case Creation via Chat-bot.
- Also helped in configuring UI Policies, Script Include, Scripted Scheduled jobs, email notifications.
- Twilio Call Integration for Customer Service agents using the **AWA** module.
- Developed a POC for members within CSM to fulfil business requirements.
- Setting up walkup experience portal for consumers and configured the respective channels to align the right agent to address the issue.
- After POC creation, I played a developer role to help Implement **CSM core, Agent workspace, Virtual Agent, reports, notifications, dashboards, playbooks and Live agent chat** option for the customer.
- Followed Agile methodology for a structured development process.

- Helped configure Case workflow to meet the business requirement and worked on Business rules, Client script, UI Action and Access controls based on the stories assigned to me.
- Configured **Advance work assignment specifically for Critical case creation.**
- Configured the **CSM-Portal** for the employees to raise cases.
- I played in the **Unit testing** phase for the customer and helped in the **creation of test cases**.

Project 4: Performance Analytics – ITSM Implementation
Client: Machine Industry
Role: ServiceNow Developer

Responsibilities
- Setting up the right **KPI** required to perform analysis.
- Setting up the **performance analytics indicators and its source** based on the KPI.
- Configuring **Data collection jobs** to the indicators for analysis.
- Implemented **time series widget** to show multiple scores of an indicator collected over a period.
- Created widget for indicators and setting up the **analytics dashboard** to monitor the overall performance.
- Take action on KPIs **using Analytics Center, time charts, forecasts, breakdowns, and dashboards**.
- **Anticipated trends** by monitoring performance and identified areas for improvement and detecting service bottlenecks before they occur.
- **Configured thresholds** to get normal range of scores for an indicator and generate alert when certain events occur, such as when a score reaches an all-time high or low.

Project 5: Chat bot integrations– ITSM Implementation
Client: Food Industry
Role: ServiceNow Developer

Responsibilities
- Setting up the **chatbot topics** and bot flows based on the stakeholders' requirements.
- Implemented modules like **NLU and Contextual search** on virtual agent in service portals for better user experience and interactions.
- Experience in configuring **profanity filters** and **response templates** for secured and quicker responses.
- Created and tuned advanced no code models and **defined intents** and trained them to Now Platform data.
- Used **webhooks and URL to connect Microsoft teams with chatbot** to send notification to specific groups when a ticket raises via chat.
- Worked on **topic recommendations** by using existing machine learning engine to show relevant topics.

Project 6: Upgrade Project– ITSM Implementation
Client: Machine Industry
Role: ServiceNow Developer

Responsibilities
- Setting up the **change lifecycle** during clients upgrade from one instance upgrade process to another by following best practices.
- Taking responsible in tracking upgrade status via **upgrade monitor** module.

- Involved in reviewing the upgrade summary report and worked on the **skipped records**.
- Experienced in determining when **to revert to base, when to merge and when to retain the skipped record changes**.
- Implemented test cases using **Automated test Framework(ATF).**

Project 7: Custom Recruitment Application– ITSM Implementation
Client: IT Service Industry
Role: ServiceNow Developer

Responsibilities:
- Helped implement end to end process of **Recruitment process** for the organization
- As a Business process Consultant, I was involved in **conducting workshops, providing Gap Analysis and project scope sign off.**
- **Dynamic catalog item** for respective department for delivery head to raise recruitment requirements.
- **Approval** process as put in place to get approval for various department such as Country head, HR and Finance.
- Once Approved the recruiters had the Option to post this on **Naukri, monster and other job application sites with a simple copy and paste option**.
- **Talent pool** application was created for the recruiters to be able to choose based on skills sets required
- **Custom templates** based on the department requirements were created for recruiter to upload job requirements to be added in the Portal.

SOFTWARE SKILLS/OTHER SKILLS
- Service Now, Java Script, CSS, HTML, Server-Side Scripting.
- GitHub, MS Azure.
- React JS and Angular JS

CERTIFICATIONS
- ServiceNow **Certified System Administrator (CSA)**
- Certified Implementation Specialist - **Customer Service Management (CIS-CSM)**
- Certified Implementation Specialist - **Field Service Management (CIS-FSM)**
- Micro Certification - **Virtual Agent**
- Micro-Certification - **Flow Designer**
- Micro-Certification - **Service Portal**
- Micro-Certification - **Integration Hub**
- Micro-Certification - **Configure the CMDB**
- Micro-Certification-**CMDB Health**
- Micro-Certification – **Predictive Intelligence**
- Micro-Certification – **Performance Analytics**
- Micro-Certification – **Service Portal**