

CONTACT DETAILS

 9866098360

 Jahnavimudigonda2931@gmail.com

TECHNICAL EXPOSURE

Data bases

Oracle, MYSQL

Operating System

MS Windows XP, Linux, Windows

10, AIX, UNIX

Languages

JavaScript

ITSM Tools

ServiceNow suite, ARC

Other

Microsoft Office, Excel

Educational Details

Bachelor Degree in 2018

CAREER OBJECTIVE

Obtain a position as Service-Now Developer where I can exhibit my skills and improving my-self by exploring new service now features there by contributing to the growth of the organization.

EXPERIENCE SUMMARY

Having around 5.11 years of experience in IT industry and 5.10 years of relevant experience Service Now including requirement gathering, design, develop and implement basedon the customer needs with managing several applications on Service Now platform.

- Hands on Experience in Service modules such as Incident Management, Change Management, Problem Management.
- Experienced in creating network flows and modifying the existing workflows according to client requirements
- Developing and Configuring Business Rules, Script Includes Access Controls, Glide Ajax, and Glide Record.
- Worked on creation of custom tables, customization and data migration through transform maps.

WORK EXPERIENCE

ServiceNow Developer/Admin

- Performed system integrations using web services such as REST/SOAP.
- Strong knowledge on designing web applications using HTML and CSS.
- Hands on Experience in creating new Catalogs and variables and variable sets.
- Provided ACL's for controlling the security mechanism in Service Now.
- Created reports based on requirement and added those to Dashboards.
- Implemented end to end CMDB data import through various transform maps.
- Hands on Experience in Creation of Client scripts, Business Rules and UI Policies
- Worked on ServiceNow in developing and customizing Business Rules, Scripting.

PROJECT. NO. 1

NAME	DHL service Technology
CLIENT	DHL
ROLE	Service Now Admin/Developer
COMPANY	HCL Technologies

RESPONSIBILITIES

- Experience in Import Sets and Transform maps.
- Worked on Service Catalog, Request Workflow Design and Configuration.
- Worked on Access control list.
- Design and implemented Client Scripts, UI Policies, Service Catalogs
- Worked with Data Sources, transform maps
- Creation of new record producers& Order Guides.
- Loaded external data using Import Sets and Transform maps.
- Created applications, modules, tables, fields as per requirements in custom applications.
- Experience in REST Message integration where worked on Service Now to Service Now and Service Now to JIRA integration as bidirectional.
- Worked on CMDB.
- Worked on OOB stories and configurations for CMDB, major incident management and problem management.
- Worked on asset management.
- Have implemented end to end configurations and workflows for different change types on change management module.
- Loading every product stories data into Service Now as part of agile process and created test cases for each story.
- Involved in migration between various Service Now instances through import sets.
- Loaded assets into SNOW from third party system through import sets.

PROJECT. NO. 2

NAME	Telus
CLIENT	Telus
ROLE	Service Now Admin/Developer
COMPANY	HCL Technologies

RESPONSIBILITIES

- Worked on Tables, Fields and several variables and variable sets Experience in Import Sets and Transform maps.
- Experience in Importing the Data in different formats (excel, csv, xml) via attachments.
- Worked on Service Catalog, Request Workflow Design and Configuration.
- Worked on Access control list
- Design and implemented Client Scripts, UI Policies, Service Catalogs
- Worked with Data Sources, transform maps.
- Worked on support incident tickets and resolved the issues and also have implemented and developed few enhancements as per the customer requirements.
- Created custom tables based on business needs.
- Creation of new Record producers and order guides
- Loaded assets into SNOW from third party system using web services and import sets.
- During development worked creation of forms, buttons, pages, workflows, business rules.
- Worked on Business rules, Script includes UI actions, UI policies, and Client scripts.
- Creation of new record producers& Order Guides.
- Worked on Tables, Fields and several variables and variable sets for catalog items.
- Working with customer for the functional specification design.

- Working with business users to identify and refine business requirements
- Working on creating new fields and tables as per the client requirement.

PROJECT. NO. 3

PROJECT NAME	Coty
CLIENT	Coty
ROLE	Service Now Admin/Developer
COMPANY	HCL Technologies

RESPONSIBILITIES

- Experience in Import sets and Transform maps.
- Worked on Access control list.
- Worked with Data Sources, transform maps.
- Worked on support incident tickets and resolved the issues and also have implemented and developed few enhancements as per the customer requirements.
- Created custom tables based on business needs
- Worked on Service catalog, Request Workflow design and Configuration.
- Design and implemented Client scripts, UI Policies, Service Now Catalogs
- Bug issues and resolving incidents for customer applications.
- Enhancement activity performed on custom applications.
- Deployment activity and move update set can be performed.
- Loaded external data using Import sets and Transform maps.
- Creating new record producers and order guides.
- Working on creating new fields and tables as per the client requirement.
- Creating Dashboards, Reports.
- Maintain Service level Agreement (SLA) and monitor an SLA workflow.
- Created Catalog client scripts and UI policies to make client side changes.
- Advanced Scripting of business rules, UI policies and Workflow activities.
- Issue and bug fixing activity.

PROJECT. NO. 4

PROJECT NAME	Gift of hope
CLIENT	Gift of hope
ROLE	Service Now Developer
COMPANY	Kanini Software Solutions

RESPONSIBILITIES

- Scratch implementation project
- Created record producers
- Worked on notifications, workflows, SLA's
- Create/modifying Catalog items.
- working on record producers
- Working on HR tasks
- Creating HR templates
- Creating HR cases
- Working on ONB process
- Working on configurations of forms
- Working translations for different countries
- Working on emails, client scripts, UI Policy, UI Policy actions
- Testing, fixing defects, enhancements

PROJECT. NO. 5

PROJECT NAME	SIIabs
CLIENT	SIIabs
ROLE COMPANY	Service Now Developer Kanini Software Solutions

RESPONSIBILITIES

- Scratch implementation project .
- worked on JIRA integration using REST APIs.
- Worked on Workday integration using REST APIs for end user profiles creation into servicenow.
- Worked on SOAP tool.
- Creating catalog items as per the clients business requirements like Asset allocation, phone systems etc.

PROJECT. NO. 6

PROJECT NAME	Man Power Group
CLIENT	Grant Thornton
ROLE COMPANY	Consultant-Servicenow CGBIZ solutions pvt ltd

RESPONSIBILITIES

- worked on the GRC module
- worked on issues and policy exceptions forms
- creating dashboards and working on the reports
- attending CAB calls
- Creating email notifications, designing service catalog
- Created Catalog client scripts and UI policies to make client side changes.
- Advanced Scripting of business rules, UI policies and Workflow activities.
- Issue and bug fixing activity.
- Worked on Tables, Fields and several variables and variable sets Experience in Import Sets and Transform maps.

PROJECT. NO. 7

PROJECT NAME	CHR Hansen
CLIENT	CHR Hansen
ROLE COMPANY	Senior Consultant Softenger India pvt ltd

RESPONSIBILITIES:

- Worked on Email notifications
- Worked on Service catalog, Request Workflow design and Configuration.
- Design and implemented Client scripts, UI Policies, Service Now Catalogs

- Design and Implementation of service requests through service catalogue in Servicenow
- Worked on Inbound Action scripts.
- Regular interaction with client for requirements clarification
- Moving of update set from instance to instance.
- Creating dashboards, maintain reports
- Working on catalog optimisation and configuration, scratch implementation of catalog item, work flows

Date:

Name: Jahnavi M