Sudha Bhargav Kumar Reddy

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**Professional Summary**

* 2+ years of experience in ServiceNow as Developer and admin. ServiceNow Developer with extensive experience on ServiceNow implementation and enhancement in the role of Developer. Have Very Good Knowledge on Configurations and Implementations.
* A ServiceNow expert with experience on implementing end-to-end Service Catalog, Incident Management, Change Management, Problem Management, Knowledge Management and Service portal.
* Experience in designing, developing, customizing &amp; administering ITSM suite of applications.
* Worked in close cooperation with project managers and other functional team members to a team effort in development.
* Technical experience with ServiceNow with a focus on writing UI policies, Client script, Business rule, ACL.
* Experience in configuration of Service Portal, creating pages and custom widgets using AngularJS,.
* Experience in creating Record Producers.
* Utilized pair programming approach to ensure high quality code.
* Experience on MID server installation and Configuration.
* Experienced in Update set movement to the higher instance, Data transform Maps, Notifications, Notification scripts, Reports and custom widgets for homepages
* Experience in integration with Microsoft Teams, E-bonding and GitHub Integrations.
* Good understanding of CMDB, Flow designer and actions in servicenow.
* Good Understand on technical and functional design requirements for ServiceNow.
* Hands on Experience in HTML, CSS, JavaScript, AngularJS and Ajax.

Professional Experience

* Working as a *Software Engineer* at **TCS ,** Hyderabad from JULY 2020 to till date.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Development Tool** | ServiceNow. |
| **Database Systems** | Oracle |
| **Operating Systems** | Windows, Linux. |

**Professional Experience:**

**Project: 3**

# Project: TCS | ITSM ServiceNow Implementation

# Client: Aflac

# Duration: Feb 2022 to Present

# Role: ServiceNow developer

**Description:**

Aflac is a Fortune 500 company, providing financial protection to more than 50 million people worldwide. When a policyholder or insured gets sick or hurt, Aflac pays cash benefits promptly, for eligible claims, directly to the insured (unless assigned otherwise). For more than six decades, Aflac voluntary insurance policies have given policyholders the opportunity to focus on recovery, not financial stress.

**Roles and Responsibilities:**

* Involved in technical and functional design requirements for ServiceNow.
* Use of Import Sets, transform maps to extract data from various sources.
* Designed different Catalog items and Record producers.
* Working on the Service Now tool.
* Working on Service Catalog Items.
* Customizations to the Catalog Items.
* Customized UI Policies, UI Action
* Working on Client scripts, Catalog UI Policies.
* Worked with Service Level Agreement (SLA).
* Created and Customized the Email Notifications.
* Worked on Inbound Action scripts.
* Regular interaction with client for requirements clarification and for Applications.
* Moving of update set from instance to instance.
* Designed different Workflow for Catalog items.
* Working on Forms, Form Layouts, and related lists of Service Now.
* Provide Table level and Field level security by Access Control List (ACL).

Customization of Modules working on Workflow using Service-Now Business Rules,

* UI actions & UI policies, and client scripts.
* Working on Access Controls, Service Level Agreements, Surveys, and part of reporting.
* Providing solutions to enhancement requests by developing with JavaScript and implementing workflows on Service Now.

**Technologies Used:** ServiceNow.

**Project: 2**

# Project: TCS | ITSM ServiceNow Implementation

# Client: LSEG

# Duration: Mar 2021 to Dec 2021

# Role: ServiceNow developer

# Roles & Responsibilities:

* Involved in technical and functional design requirements for ServiceNow.
* Use of Import Sets, transform maps to extract data from various sources.
* Involved in technical and functional design requirements for ServiceNow.
* Use of Import Sets, transform maps to extract data from various sources.
* Designed event-based e-mail notifications in ServiceNow.
* I have integrated with **Third-party systems** and ServiceNow applications.
* Controlled application of good logic on implementation of Service Catalog form.
* Improve Service Catalog as per customer requirement by customizing record producer and I have created certain UI Policies and Catalog client scripts.
* Designed various Service Request workflows.
* Arranged various Email notifications and prepared Email templates for those notifications.
* Improve Service Catalog as per customer requirement by customizing record producer and I have created certain UI Policies and Catalog client scripts.
* Controlled application of good logic on implementation of Service Catalog form.
* Designed various Service Request workflows.
* Arranged various Email notifications and prepared Email templates for those notifications.
* Incident, Change, and Reports fully implemented.
* Generating the reports using schedule job
* Moving of update set from instance to instance.
* Regular interaction with client for requirements clarification.

**Technology:** ServiceNow

**Project: 1**

**Project: TCS | ITSM ServiceNow Implementation**

# Client: UCLA

# Duration: July 2020 - Jan 2021

# Role: ServiceNow Developer

## Roles & Responsibilities:

* Developed and implemented several modules in custom applications.
* Implemented Incident, Problem, Change
* Core strength in scripting in Java Script for product development.
* Involved in implementing and Configuring end-to-end Service Catalog, creation of new record producers, and designing new pages.
* Client scripts, UI policies, UI actions, and Business rules.
* Experience with various ServiceNow customizations as per client's requirements.
* Experience in maintenance of Business Rules, Client Scripts, and UI Policies.
* Experience in configuring the SLAs for various ITIL processes as per the client requirements.
* Experience in working with the workflows using the ServiceNow workflow editor.
* Expertise in defining workflows in Service Catalog items, Approvals, and Dynamic tasks in ServiceNow.
* Full customization of Reports, Email Notifications, and Inbound Email Notifications.
* Designed various Workflow for Change Management.
* Customization of table forms using UI Policies, Client Scripts, and UI actions.
* Creation of assignment Rules and Approval rules.
* Designed various home pages for Admin, ITIL users, etc.
* Managing Service Now data using scheduled imports and exports and transform maps.
* Manage Data with Import Set and Update Set.
* Create and Apply Update Sets.
* Created GROUPS for a set of users and used them for approval, assignment, and receive notifications.

**Technology:** ServiceNow

**EDUCATION**

**BSC AVIATION – 2020.**

Remo international College, Alagappa University.

**Certifications**

ServiceNow – Certified System Administrator.