

# Aditya Penmetsa

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## PROFESSIONAL SUMMARY

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- IT professional with 4+ years of experience in **ServiceNow development, Administration and Implementation.**
- Experienced in understanding business needs, map them to functional requirements and capture technical design solution for ServiceNow development.
- Worked on multiple tools including **ITSM, CMDB, Service Portals.**
- Experienced in integrating with third party tools like **web services, Email, SOAP, API's.**
- Familiar with **Scrum** and **Agile** way of working and developments.
- Hands-on experience in technical implementation of **Incident Management, Problem Management, Change Management** and **Service Catalog.**
- Experienced in Web development using **HTML, CSS** and **JavaScript.**

## SKILLS

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- **Tools** : ServiceNow (ITSM, CMDB, Service portal)
- **Software Methodologies** : SDLC, Waterfall, Agile, Scrum
- **Web Technologies** : Angular JS, HTML5, CSS3
- **Scripting Skills** : JavaScript, HTML5, CSS
- **Business tools** : SAP-ERP, VBA Macros, MS Excel
- **Certifications** : Certified Application Developer, Certified System Administrator, MySQL and Database Design

## WORK EXPERIENCE

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**Rogers Communication, Canada**  
**ServiceNow Developer**

**Jan 2022 - Present**

- Developed ServiceNow applications from business requirements and technical design documents.
- Created Business Rules, Script Includes, Client Scripts, Catalog Client Scripts, UI scripts and UI Policies using JavaScript, HTML, CSS, and Angular JS.
- Designed, managed and analyzed CMDB (Configuration Management) configuration items.
- Worked on UI Actions for the promotion of the Support level in ITSM Modules
- Worked on the roger's telecom data integration and metrics on the data pulled from the MSSQL Server
- Worked on Single Sign On with multiple identity providers.
- Worked on enhancement backlog requests and development of the complex catalog items.
- Involved in User Acceptance Testing to find out if the software meets the user expectations and works as it is expected.
- Customizing UI pages, Self Service Portal using JavaScript, HTML, CSS and ServiceNow specific Glide API's.
- Responsible for creating workflows for Incident Management, Change Management, Service Requests and SLA's.
- Played an important role for translation of instances; managed the update set, Organized UAT and pushing into production.
- Automated multiple processes with robust workflows and flow designers from ServiceNow.
- Setting up MID server and performed discovery populating the CIs in CMDB table.
- Analyzed the Events and Alerts data and discuss with stake-holders regarding new Alert correlation opportunities.
- Involved in running the jobs to push the data into the application using Import Sets and Transform Maps. Generated weekly reports and metrics for IT management.
- Involved in LDAP integration with ServiceNow for obtaining users and groups and played a significant role in Persona Management Project
- Responsible for day-to-day management within the platform.

**Tata Consultancy Services, Canada**

**Apr 2019- Jan 2021**

## ServiceNow Developer (ITSM)

- Developed and implemented new ServiceNow applications and integrations from initiation to completion, tailored to the customer requirements.
- Integrated ServiceNow application with third party systems via API's.
- Created UI pages for a better visual appearance in catalog items in ServiceNow.
- Created and modified out of box email notifications, event-based notifications, Email scripts and Templates for ITSM modules as per requirements.
- Worked on ServiceNow scripts by using JavaScript and also used Angular JS for creating UI Scripts.
- Worked with cross-functional teams to gather requirements and create user stories accordingly in JIRA.
- Worked on Incident Management and Change Management activities.
- Gathered requirements for SLA and configured in ServiceNow Development and design of self-service portal.
- Customized probes and sensors to gather and upload data in ServiceNow for population of CMDB.
- Worked on external integrations using direct web services over SOAP and REST.
- Designing and implementing of service requests through ServiceNow Catalog.
- Monitored performance of ServiceNow and diagnosed root cause and troubleshoot server performance related problems.
- Experience working with relational databases like MySQL.
- Involved in testing forms and reports for correct mapping of the objects and data transfers.
- Good knowledge in designing and implementing of service requests through ServiceNow Catalog.

*Tata Consultancy Services, India*  
**ServiceNow Administrator**

*Oct 2017- Apr 2019*

- Implemented and maintained ServiceNow platform to meet business process and support ITIL.
- Worked on different modules of ServiceNow like incident management, service catalog, user administration, reporting and discovery.
- Create, document and train stake holders on ITIL V3 process and procedures.
- Responsible for security access, enterprise administration and configuration of ServiceNow.
- Collaborated with different IT departments and the business to gather and create process and tool improvements.
- Involved in new release upgrades and patches.
- Created and maintained APT and data integration process between ServiceNow and other systems.
- Supporting scheduled data imports via MID server.
- Configured application UI and workflows.
- Collaborated with project teams to create resources for request and tasks.
- Tracked defects and worked with vendors to resolve issues in a timely manner.
- Performing standard daily, weekly, monthly maintenance and overall system health checks.
- Staying up to date with latest releases, production enhancements and plugins.

## EDUCATION

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Concordia University - Canada  
K L University – India

Master's in Engineering  
Bachelor's in Engineering

Jan 2022  
May 2015