###### Senior Technical Process Executive

###### BHUMA SUBBA REDDY

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###### Objective

###### professional with over 3.2 year of experience in customer support and technical troubleshooting in ServiceNow Ticketing Tool (Level 1.5 & Level 2). Skilled in managing and resolving technical issues related to network collaborations, VPN, Azure, Active Directory, and MS-0365.

###### Professional Summary

* Worked on Azure, Active directory, MS- 0365, Service now ticketing tool of level 1.5 and level 2
* Documented all customer interactions and technical resolutions in the **ServiceNow ticketing system**.
* Worked in 24/7 shifts, ensuring availability for critical support during off-hours.
* Worked closely with stakeholders to understand IT service needs and translate them into technical requirements.
* Designed and implemented robust and scalable Service Now solutions, ensuring data integrity and security.
* Created complex Service Now workflows and automation to streamline IT processes.
* Provided Service Now-related technical support and troubleshooting to the IT team.

###### Education

###### Masters of Computer Applications from Rvr And Jc College Of Engineering 2019.

###### KEY SKILLS

###### ServiceNow Ticketing Tool (Level 1.5 & Level 2)

###### Technical Support & Troubleshooting

###### Network Collaborations & VPN T/S

###### Azure, Active Directory, MS-0365

###### Technical Skills

**Service Now Platform**  : Service Now Administration Service Catalog Management, Service Now Development (Scripting, Workflow, Business Rules), Scripting,

**Service Now Modules**  : Incident Management, Change Management, Problem Management, Knowledge Management, CMDB Configuration, CSM, HRSD,

**Reporting and Dashboards**  : Performance Analytics, Service Now Reporting, Custom Dashboards, SLA Configuration.

**Service Now Tools**  : Service Now Studio, Service Now Developer Instance.

###### Work Experience

* Working as a **Technical Support Specialist** for Tech Mahindra from Jan 2024 to Oct 2024
* Working as a **Technical Support Specialist** for IBM India Pvt.Ltd from Feb 2022 to Apr 2023
* Worked as a **Software Developer** for TCS from Nov 2021 to Jan 2022.
* Worked as a **Data Analyst** for Good Data Lab from Dec 2019 to July 2020

###### Project Profiles

**Project #1**

**Project Title : E -Commerce**

**Client : PhonePe**

**Role** : **Technical Support Specialist**

**Domain** : **Service Now**

**Duration : Jan 2024 to Oct 2024**

###### Description:

###### An e-commerce project in ServiceNow typically involves leveraging the platform to enhance operational efficiency, improve customer service, and streamline processes related to online sales. Here’s a breakdown of how ServiceNow can be applied in an e-commerce context:

###### Responsibilities

* Provide Level 1.5 and Level 2 support to customers, ensuring efficient resolution of technical issues related to **networking, VPN, Azure, Active Directory, and MS-0365**.
* Use **ServiceNow** for ticket management, ensuring timely ticket creation, categorization, and resolution within SLA.
* Collaborate with internal teams to resolve complex technical problems and escalate when necessary.
* Mentor and coach junior team members to enhance their technical skills and customer service delivery.
* Conduct training sessions for new hires on **ServiceNow** processes and troubleshooting techniques.

###### Project # 2

###### Project Title : Suncor Energy Inc.

###### Client : Canada

###### Role : Technical Support Specialist

###### Domain : Oil and Gas

###### Duration : Feb 2022 to Apr 2023

###### Description:

###### Suncor Energy is a Canadian-based company located in Calgary, producing oil, natural gas, and wind-generated electricity. The project involved providing services to primary producers in the agricultural industry and optimizing their farming enterprise.

###### Responsibilities:

###### Administer and configure the Service Now platform, including modules such as Incident Management, Problem Management, Change Management, Asset Management, and Service Catalog.

###### Collaborate with stakeholders to gather requirements, analyze business processes, and design Service Now solutions that align with organizational objectives.

* Configure Service Level Agreements (SLAs), notifications, and escalation processes to ensure efficient and timely incident resolution and request fulfillment.

###### Comfortable working in 24/7 shifts and committed to continuous professional development through training programs.

###### Project #3

###### Project Title : TEAM APOLO

###### Client : Principal Global Services

###### Role : Software Developer

###### Domain : Finance

###### Duration : Nov 2021 to Jan 2022

###### Description:

###### The project aimed to maintain historical information and generate reports for Principal Financial Group, a leading global financial services organization.

###### Responsibilities:

###### Developed and maintained applications to handle financial data and generate reports.

###### Develop and maintain Service now documentation, including system configurations, processes, and user guides.

* Collaborate with architects or design teams to plan and structure software applications and systems.
* Work closely with other developers, designers, business analysts, and stakeholders to ensure alignment on project goals, deadlines, and requirements.

**Project #4**

**Project Title : TEAMSTYX**

**Client : IWOCA**

###### Role : Data Analyst

**Domain : Finance.**

**Duration : Dec 2019 to July 2020**

###### Description:

The Principal Financial Group (Principal) offers businesses individuals and institutional clients a wide range of financial products and services including retirement, [asset management](https://en.wikipedia.org/wiki/Asset_management) and insurance, through its diverse family of [financial services](https://en.wikipedia.org/wiki/Financial_services) companies. Principal has offices in 18 countries throughout [Asia](https://en.wikipedia.org/wiki/Asia), [Australia](https://en.wikipedia.org/wiki/Australia), [Europe](https://en.wikipedia.org/wiki/Europe), [Latin America](https://en.wikipedia.org/wiki/Latin_America) and [North America](https://en.wikipedia.org/wiki/North_America). As of March 31, 2014, The Principal Financial Group had $496 billion in total [assets under management](https://en.wikipedia.org/wiki/Assets_under_management) and serves some 19.2 million customers worldwide. The main aim of this project is to maintain the historical information and generate the reports.

###### Responsibilities

a) Data collection: Passion for Design & develop Service Now Custom Applications. And Gather data from various sources, including databases, spreadsheets, and external systems, and ensure its accuracy and completeness and

b) Data cleaning and preprocessing: Clean and preprocess data by removing inconsistencies, duplicates, and errors, and organize it into a format suitable for analysis. Locate and define new process improvement opportunities

c) Create reports and dashboards summarizing data analysis results, key metrics, and visualizations. Present the information in a clear and understandable manner to stakeholders and team members.

d) Work closely with cross-functional teams, such as business stakeholders, data engineers, and senior data analysts, to understand their data needs and support their analytical requirements.

###### Key Courses and Training

* Service Now Certified System Administrator
* Service Now Certified Application Developer
* ITIL Foundation Certification
* Service Now Advanced Scripting and Reporting.
* Active Directory and MS-0365 Administration

**Websites**

**(**[**https://www.hackerrank.com/certificates/093c46a0a3af**](https://www.hackerrank.com/certificates/093c46a0a3af)**)**

**(**https://www.[hackerrank](file:///C:\Users\ADMIN\OneDrive\Desktop\Service%20now\Bhuma%20Subba%20Reddy%20Resume%202023.docx).com/certificates/8efa48bebc67)

###### Declaration

###### I hereby declare that all the information furnished here is true to the best of my knowledge.

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###### Date:

###### Place: (Bhuma Subba Reddy)