**MONIKA**

ServiceNow Admin/Developer

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**CAREER OBJECTIVE:**

To pursue challenging career in the field where I can best apply my skills for the development of organization and self.

**PROFESSIONAL SUMMARY:**

* Overall 3+ years of IT experience with 2+ years as ServiceNow Admin/Developer and 1 year as Web Developer.
* Excellent knowledge of all the phases of software development life cycle (Requirements gathering,

analysis, design, development, testing and implementation)

* Worked as ServiceNow Consultant for the implementation of **ITIL** Process including but not limited to **Incident**, **Problem**, **Change**, **Knowledge** **Management**, **Release** **management** and **CMDB**.
* Experience working with **Email** **notifications**, **inbound** **actions**, **reports**, **gauges**, and **home** **pages**.
* Experience working with **Business** **Rules**, **Client** **Scripts**, **UI** **Policies**, **UI** **Actions**, **UI** **Pages**, **Script** **Includes**, **UI** **Scripts,** **Access** **Control** Lists etc.
* Understanding of IT service management (**ITSM**) and the **ITIL** business process. Maintain **service**

**Level** **agreement** (SLA) and monitor an **SLA** workflow.

* Experience in creating the **Custom Applications**, **Modules** in ServiceNow as per the requirements.
* Knowledge in Design and development of **CMDB** (**Configuration** **Management**) in ServiceNow.
* Created Widgets for showing records on the website homepage dynamically.
* Had good hands on experience in creating **Service** **Portal** **pages**, **branding** the existing portals.
* Experience in Fixing **CSS** Cross Browsing Compatibility issue and web application scaling.
* Extensive experience on implementing the AJAX features using **JavaScript** and **jQuery**.
* Good knowledge of **GRUNT**, **GITS**, **HTTP** and **Restful** **Services**.
* Strong experience in different Web Technologies like **HTML**, **CSS**, **JavaScript**, **JQuery, Bootstrap Angular** which is useful for custom coding in ServiceNow.
* Experience in working with databases such as **SQL** **Server**, **MYSQL**.
* Loads, manipulates and maintains data between ServiceNow and other systems.
* Working knowledge on various Web services integrations using **SOAP** and **REST.**
* Created different **Transform** **maps** to **import data** into ServiceNow.
* Development of workflow required for creation of Knowledge Articles from submission to approvals.
* Familiarity with ServiceNow **Content** **Management** **System** (CMS).
* Developed different **reports** like bar charts, pie charts, list reports and scheduling reports.
* Highly creative and self-motivated with innovative ideas / concepts for increasing the transference of learning from a lower level to a higher level.
* Used **Agile**/**Scrum** methodology (standup meetings, story boards, sprints) to complete the projects.

**EDUCATION:**

Master’s in Information and computer sciences  **(2016-2017)**

Sacred Heart University, Fairfield, CT- 06825

Bachelors from JNTU, Hyderabad **(2011-2015)**

**TECHNICAL SKILLS:**

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| --- | --- |
| Tools | ServiceNow |
| Database | MYSQL, MongoDB |
| Web Technologies | HTML, CSS, Bootstrap, JavaScript, JQuery, AngularJS, AJAX |
| Programming Languages | C,C++, JavaScript, Core Java |
| Microsoft Tech. | MS Office suite (Word, Excel, Power Point) |
| Application Server | JBOSS, Web Logic, Apache Tomcat |
| Version Control Tools | SVN, GIT |
| Methodologies | Waterfall, Agile |

**EXPERIENCE:**

**Client: Tek Ninjas,TX July 2017- Present**

**Role: ServiceNow Admin/Developer**

**Roles and Responsibilities:**

* Developed ServiceNow platform including the creation and customization of the core applications such as **Incident**, **Problem**, **Change** and **Service Catalog**.
* Developed and delivered customized **portal web pages** in ServiceNow using **Bootstrap** and **AngularJS** JavaScript frameworks.
* Worked with functional and admin teams to deliver automated **workflow** solutions in ServiceNow.
* Worked on advanced scripting of **business rules**, **UI Policies**, **Client Scripts**, **ACLs**, **Workflow** Activities, etc.
* Used 3rd party software integrations with ServiceNow.
* Facilitate and supported the rollout of new application and enhancements in ServiceNow.
* Advise functional and admin teams on design, development and overall ServiceNow best practices.
* Customized **ServiceNow configurations**, including **custom scripts**.
* Developing user friendly **catalog items** with experience writing orchestration workflows such as Content Management.
* Worked on web services like **SOAP/REST API**.
* Worked on automated **workflow**, **created training documents**, **trained personnel**, updated processes and procedures.
* Successfully managed and developed large-scale implementations of ServiceNow across multiple

processes and applications for clients in multiple verticals.

* Extensively used the **Glide Record** for server side scripting (in business rules).
* Utilizes available programming methodologies and languages and adhere to coding standards, procedures and techniques while contributing to the technical code documentation.
* Configuration of **Email Notification** and Alerts to notify users about specific activities in the system

such as updates to Change and Problem requests.

* Performed system and integration testing with sample and live data.
* Creating **database** views to pull the reports on variables which are being used by **catalog items**.
* Gathers specifications and delivers a product/release that meets the needs presented.

**Environment:**

ServiceNow Jakarta, Java Script, JSON, Web Services, SOAP, SQL, CSS, XML, AJAX, ITIL, AngularJS.

**Client: JDA Software , Hyderabad, India Nov 2014 - Dec 2015**

**Role: ServiceNow Admin**

**Roles and Responsibilities:**

* Develop ServiceNow software solutions using **JavaScript**, **Jelly**, one or more **Web Services**, **MYSQL**, **XML**, **HTML** and **CSS**.
* Involved in all phases of SDLC - and followed **Agile** Scrum methodology.
* Analysis of business requirements, converting it to technical requirements and creation of

the requirement documents.

* Created **Applications**, **Modules**, **Tables**, and **Columns** as per the requirement specifications in ServiceNow.
* Migrated **Forms**, **Fields**, **Workflows**, **Business Rules** and **Scripts** using **Update Sets**.
* Worked on **Asset Management** and loaded the data into it.
* Working on different kinds of variables and variable sets.
* Involved in **creating users**, **groups**, **roles** and load the data to service now using import sets on daily, weekly or requirement basis.
* Configured multiple Catalog Items **Front-end web** / **GUI** components using **JavaScript**, Soap, Web services, CSS, HTML5.
* Created notifications based on user requirements and configured inbound email actions to create incidents or requests.
* Worked on **Glide AJAX** and **Glide Records** for scripting and UI actions.
* Handled **UI** with **Angular JS** (MVC framework) to control the page layout.
* Loaded **Configuration Items** and **relationships** from excel files into service now using **import sets** and transform maps.
* Pulling reports and scheduling the reports as per the client requirement.

**Environment:**

ServiceNow Geneva, Java Script, JSON, Web Services, SOAP, SQL, CSS, XML, AJAX, ITIL, AngularJS.

**Client: Nitintronics, Hyderabad, India Nov 2013 - Oct 2014**

**Role: Web Developer**

**Roles and Responsibilities:**

* Developed the web application in MVC Architecture using **HTML5**, **CSS3**, **BOOTSTRAP**, **AngularJS,** **JavaScript**, **JQuery**, Media queries for various break points in the adaptive web designing environment.
* Demonstrated implementation and up-gradation of **JavaScript Library.**
* Event manipulation and DOM manipulation using JavaScript library like **JQuery.**
* Drag and drop implemented using JQuery draggable and droppable.
* Designed XML files for maintaining contents like video, images and audio and display them in

flash application.

* Worked with server side and client side **MVC frameworks** such as **Angular JS (1.X).**
* Implemented two-way data binding using Angular JS.
* Created Web Applications with real-time, two-way connection, where both Client and Server can initiate communication by using **Angular JS.**
* Created web applications for mobile for their clients using **Angular JS (1.x)** and **Bootstrap.**
* Extensive knowledge to use of **Angular JS** directives to bring additional functionality to HTML.
* Worked with **AngularJS** routers, forms, modules, DOM, events, expressions, controllers, filters and Http Request.
* Works with Adaptive web designing and developing CSS Media Queries to make the application compatible with iPad (Landscape and Portrait) and PC.
* Created AngularJS controllers, services and used **AngularJS** filters for filter functionality in

search box and integrator functionalities.

* Created Unit test cases for the Angular application using **Jasmine** to test individual functions/modules.
* Used **MongoDB** as cross-platform storage for load balancing, indexing and file storage.
* Efficient handling of web application’s **debugging, testing, deployment, maintenance.**

**Environment:**

HTML, CSS, JavaScript, JQuery, Angular JS.