# HARENDRA KUMAR

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## Professional Summary

* An ambitious and optimistic Engineer with over **5 years** of total hands on experience in the IT industry involved **3 years**in providing ITIL and IT Service Management Solutions in IT Infrastructure with expertise in the ITSM suite (Service-Now).
* Currently working as a Service-now developer in Softbraincomputech Technology New Delhi.
* Solid working experience on different modules of Service-Now (incident, Problem, Change, Release, knowledge management, Service catalog,SLA CMS, ACL, Workflow)
* Good knowledge and understanding of **ITIL** process.
* Tremendous problem solving and troubleshooting skills, good analytical, organizational, multitasking, execution skills and presentation skills with ability to co-ordinate activities and interact with end users in a fast paced team environment and ensure delivery within time frame.
* Magnificent verbal and written Communication, Strong experience interacting with clients, end-users, requirement gathering, understanding requirements, analyzing solutions. Ability to work in tight schedules, mentor and team player with strong aptitude towards interpersonal communication with ability to work in team and independently.

## Service-Now Experience:

* Consultation, Implementation, design and development.
* A Service-Now Technology Analyst with experience on implementing end-to-end Service Catalog, Incident Management, Knowledge Management, Configuration & Asset Management, Change Management and Release Management with extensive knowledge on Content Management System.
* Gathering **requirements and converting BRD’s** into technical requirements. Created design patterns & implementation plans for Service-Now enhancements.
* Design and engineer solutions leveraging all appropriate components offered by Service-Now to answer the needs for business workflows, ticketing or other ITSM requirements.
* Post roll out production support. Experience of handling Bug Fixes and Enhancement requests
* Experience working with Business Rules, Client Scripts, UI Policies, UI Scripts, Script Includes, Access Control Lists etc...
* Knowledge of working with different kind of scripts in Service-Now and their **order of execution**.
* Experience working with email notifications, inbound actions, reports, gauges, and home pages.
* Experience on creation of catalog items, wizards, record producers, interceptors, user guide.
* Working on creation and customization of complex **workflows** and custom workflow activities.
* Worked with transform maps, data sources and different transform scripts for data loads and management.
* Working with **schedule jobs, events and triggers** to manage business needs and handle background work.
* Working with complex UI customization, BMC map customization and UI macros.
* Experience with implementing configurable **SLA management.**
* Developing Functional and Technical Specifications and provide User Training.

**Integrations Knodledge:**

* Service-Now - Web service integration (inbound and outbound) with third party application. .
* Mid Server integration.
* LDAP integration.
* Email integration

## Professional Experience:

**Projects 2**

Employer : Softbraincomputech technology

Client : InterGlobe Technologies (IGT)

Role : Service-Now Developer

Tool : Service-Now

Duration : April 2015 – Till Date

InterGlobe Technologies (IGT) is a global travel domain expert providing travel technology and BPO services that help maximize business performance for its customers. IGT is committed to delivering innovation and business excellence across the entire spectrum of the travel and hospitality domain.

**Responsibilities:**

* Involved in gathering the requirements from the **Business Team** and creation of **technical, functional specification documents**
* Implementation, Customization and Maintenance of **ITIL modules** such as **Incident, Change**, **Problem, Knowledge, Service Catalog, CMDB** in Service-Now
* Worked on loading the data into Service-Now using **import sets**
* Extensively worked on the Implementation, Configuration and maintenance of Business Rules, Client Scripts and UI Policies
* Integration of Service-Now with Oracle SOA Webservices, Dynatrace
* Involved in **creating** and **configuring** the **SLAs** as per the requirement
* Involved in **various Service-Now customizations** as per client's requirement.
* Designed User Interface for **Catalog Design** and worked **Catalog Designer**.
* Imported data from various data sources (FILE, JDBC) using **import sets** and **transform maps**.
* Communicated with external web services using **SOAP Messages** and **REST.**
* Involved in **LDAP integration** with Service-Now for obtaining users and groups
* **Imported Configuration Items(CI)** from third party applications using import set tables
* Involved in migration between various **Service-Now instances** using **Update Sets**
* Development of Service catalog - catalog items, designing workflows and execution plans.
* Worked on **CMDB** and populated the **CMDB** by importing the data of IT assets into the system, centralizing the information.
* Involved in redesigning the workflows using Service-Now workflow editor
* Creating the UI pages to use them in catalog items using the **UI Scripts**
* Responsible for ensuring that all the **CIs** are registered and these records are correct and up to date.

**Projects 1**

Employer : Softbraincomputech technology

Client : EBix

Role : Service-Now Developer

Tool : Service-now

Duration : October 2013 – March2015

Since 2003, Cloud Direct has freed 4,000 organizations from the burden and wastes of old-world IT. Our new-world, packaged cloud services have helped our customers move their IT into the cloud safely, quickly and easily. So now their businesses are more productive, agile and competitive.

**Responsibilities:**

* Service-Now implementation and development.
* Working with and functional requirements within Service-Now for CMS, Incident, Problem, Knowledge, Change, Web services, interfaces etc.
* Facilitating rollout of new applications and modules.
* Application UI Configuration
* Scripting and advanced conditioning
* Documentation of changes and new development as technical and functional specs.
* Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, and Access Control Lists.
* Service Catalog and Request Workflow Design and Configuration.
* Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Working on Report, dashboard designing.

Employer : Credence Systems

Client : TTSL

Role : ERP developer

Technology: Oracle 11i, SQL

Duration : September 11 - August 2013

**Responsibilities:**

* Worked on the development of interfaces, Data Conversions, Developing new Forms, Reports, Customizing Oracle Reports In order to Cash cycles touching various modules such as **AR, PO and AP**, **GL.**
* User account management - creating users, disabling users, responsibility management.
* Developed an **outbound interface** for open Payable Invoices, Suppliers, Supplier Sites, Supplier Contacts, Banks, Bank Branches, and Bank Accounts, etc. from legacy system to Payables.
* Work on the development activities as part of **issue** **resolution**. Perform Unit Testing, Migrate to next environments, assist **user** **testing** and closing the **tickets**.
* In user edition, developed various crucial financial analysis reports (for all modules) for **AP/GL/OM/PO/AR** using **Oracle Discoverer 10g**.
* Providing user friendly UI to user
* Working on user requirements.

## Education:

Master of Computer Application from U.P. Technical University in 2011

## Personal Details:

Father’s Name : Sudarshankumar

Gender : Male

Date of Birth : 4 January 1987

Address : 1398, Dundahera, Sector21, Gurgaon