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|  | **Ravi Prasad SV** | (+91)8792481033  raviprasadsv@gmail.com |
| **Employment** | | |
| **Associate Consultant Infosys Limited Feb 2014 To Till Date** | | |
| **Senior Software Engineer** | **iGATE Global Solutions** | October 2011 – February 2014 |
| * Having 3.4 years of IT experience (includes 3.2 years hands on experience in **Service-Now** after underwent Internship with training of 2 months in JEE technology and successful completion of **L1** certification. * **Certified Service Now System Administrator**.   **Education** | | |
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| * Master of **C**omputer **A**pplications at **JNT University,** **Anantapur,Andhra Pradesh,** June 2011. Attained 81**%** * Bachelor of Science at **S.V. University,** **Tirupati,Andhra Pradesh,** April 2008. Attained 85**%** * Higher Secondary **XII Std** at **Sree Vidyarthi Junior College,Chittoor,Andhra Pradesh** April 2005. Attained 91**%** * Secondary Schooling **X Std** at **Govt High School**,**Santhipuram,Andhra Pradesh** April 2003. Attained 85**%** | | |
| **Technical Experience** | | |
| **Project:** Target technology services(feb 2014 – till date) **client**: Target ( USA) | | |
| **Project:** CIS Enterprise Systems **(**Nov2011 – Feb 2014**) Client:** GE (**G**eneral **E**lectric Co.)  **Technology**: Service-Now   * Key player in one of the largest Service-Now implementation which ranks in top 3 of Service-Now. * Currently leading support team of 4 people for Target account. * IT Service Management applications development on Service-Now platform to automate the day-to-day corporate business processes. * Developing and supporting IT Infrastructure services like Service Catalogs, Incident, and Change etc., | | |
| Have extensive working knowledge in major modules like,   * **Infrastructure** **Service Request** * **Change Management** * **Incident Management** * **Integrations** * **Notifications** * **UI pages** * **Problem Management**   **Roles:** Developer, Consultant  **Responsibilities:**   * Leading an offshore support team (strength 4) * Interaction with functional/process owners over phone to understand the business processes and new requirements. * Creation of new service catalog items, order guides, record producers and modifying the existing ones as per the new requirement. * Developing and configuring Business Rules, Script Includes, UI Policies, Catalog Client Scripts and Client Scripts, etc. * Configuring Integration Web Services with Third Party application. * Designing new Workflows and modifying the existing workflows according to new requirements. * Creating custom Tables, Fields and configuring Access Controls over them. * Configuring Data Sources, Import Sets, SLA and Metrics. * Enhancing the Service-Now functionality by customized JavaScript code to support the new business needs. * Deployment checklist and test case document preparation. * Performing unit testing and integration testing with other GDC developers for the cross stream development projects. * Following the SDLC process to develop and deploy the code in development to production environments. * Incorporating the coding standards and best practices in the implementation. * Deploying the developed code to Stage/QA/Production instances using Update Sets. * Providing support during the UAT process and post production deployment. * Root Cause Analysis for the incidents and interruptions in process flow and applying fix for the same within the SLA duration. * Mentoring and training new team members on their assignments. * Working on live production servers on daily basis. | | |
| **Appreciations and Awards** | | |
| * Various appreciations from the GE and Target process owners | | |
| Languages and Technologies | | |
| * C; C++; Java; JavaScript; Jelly; SQL; Oracle * Service-Now   Personal Details  Father’s Name : Venkataramana S  Mother’s Name : Lalitha S  D.O.B : 3rd April, 1988  Contact Address : M.Santham Palli(vi),Dandikuppam(Po),Kuppam(So),Santhipuram(Md),  Chittoor(Dt)- 517425,A.P, India.  Location preference : Anywhere in India, Abroad  Pass Port : Yes  Pan : CGCPS0574H | | |
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