Leela Sai Vara Prasad Rongala

Servicenow Developer

An enthusiastic and self motivated professional with broad set of skills to elaborate the proven skills and abilities that benefit the organisation.

Work History

2020-04 - Current

ServiceNow Developer

Tech Mahindra, Ahlstrom, Hyderabad, Telangana

- Munksjö The project deals with the implementation and customization of ServiceNow tool for Ahlstrom-Munksjö.
- Customized Incident/Service catalog applications using Business rules, Client scripts, UI actions, UI polcies, Script Includes, Workflows.
- Integrated with success factors ,happy signals, other vendor'sServicenow.
- Developed a custom table to create tickets from incoming user emails from which they are categorized manually.
- Created notifications and events.
- Created catalog items, record producers with appropriate variables, variable sets and workflows.
- Involved in cloning, testing and post upgrade maintenance.

2019-04 - 2020-04

Servicenow Developer

Tech Mahindra, Hyderabad

- The Goal of this project is to automate paper based approval process in ServiceNow and link it with P.O and upgrading instance.
- Gathered requirements from various business groups/users.
- Analyzed and evaluated these requirements within ITIL framework and industry best practices.
- Developed custom application with different modules that are specific to business terminology, processes, and requirements.
- Defined users, roles , groups and providing accessing permissions.
- Used ACL's for providing field level security and table level security.
- Used Business rules, Client scripts, UI policies, UI actions, ACL's, Workflows, Notifications in creating this application.
- Installed MID Server for different instances, upgraded it manually to align with instance version.

Education

2015-10 - 2019-04

Master of Science: Nano Technology

Acharya Nagarjuna University - Guntur

Contact

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E-mail
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Skills

ITSM

●●●●● Excellent

HTML

●●●●○ Very Good

CSS

●●●●○ Very Good

Java Script

●●●●○ Very Good

Workflows

●●●●○ Very Good

Languages

English

●●●●○ Very Good

Telugu

●●●●● Excellent