Veera Siva Reddy

Assistant Technical Service Engineer   **Email:** veerasivareddy888@gmail.com

Fujitsu Consulting India private limited   **Mobile:** 7981884065

Objective:

IT Professional with 2.5 years of experience in professional software development. Experience in the areas of Service now admin and development projects, aiming to be associated with a progressive organization that gives scope to update my knowledge and skills in accordance with the latest trends and be a part of a team that dynamically works towards thegrowth of organization and gain satisfaction.

Profile Summary:

- ❖ Currently working with **Fujitsu consulting India private limited.**
- ❖ 2.5 years of professional experience in Information Technology with rapid progressive development.
- ❖ Strong Analytical and programming skills in using technology to develop effective complex business solutions.
- ❖ Working experience in service now admin and development projects.
- ❖ Experience in creating and modifying incident, problem and change.
- ❖ Experience in creating and modifying tables, groups, roles, and users.
- ❖ Experience in creating and modifying ACL'S and SLA's and knowledge articles.
- ❖ Experience in create service catalogues, order guide and record producer.
- ❖ Experience in creating and modifying workflows according to client requirement.
- ❖ Experience in onboarding users' data form different sources using transform mapping.
- ❖ Experience in creating and modifying UI policies, UI actions and UI buttons.
- ❖ Experience in creating reports, homepages and dashboards.
- ❖ Having an understandable knowledge in client and server-side scripting.
- ❖ Passion for technology and ability to adapt to new environment.
- ❖ Excellent Communication, Analytical, Interpersonal and Presentation skills.

Technical Expertise:

Proficient or familiar with a vast array of programming languages, concepts and technologies, including:

IT skills	Service now, HTML, CSS, JS
Operating Systems	Windows Family
Other Utilities	MS-Word, MS-Excel, MS-PowerPoint.

Project Details:

Working as a **Service now Developer** in Fujitsu consulting india private limited, Chennai with the role of **Assistant technical service engineer from May 2019 – till date.**

Project #3: Minor Project

Client: Minor

Language/skills used: Service now tool administration/development.

Role: Assistant Technical service Engineer

Description:

- Handled the end-to-end KT session along with team.
- Had calls with customer to understand and get information to fulfil requirement.
- Created necessary documents such as Design documents and TEST documents
- Worked for Incident, knowledge and problem management
- Worked on types of business rules and client scripts
- Worked on script includes, UI scripts and Glide ajax
- Created Service Catalogues, Catalogue Category, Catalogue Item, variables and variable sets.
- Configured email notifications, workflows and SLA's.
- Worked on script includes and scratchpads.
- We have handled the domain separated instance with zero escalations.
- Created knowledge article, reports and dashboards.
- Generated weekly based scheduled reports and sent to clients
- Created story's, run books and handled defects from testers.
- Worked on self-testing of incident management, users form, groups form, SLA's, visibility of different domains and service catalogues etc.
- Worked on service portal development and testing.
- Had KT sessions with customer's employees and made them understanding the service portal. How to raise IT, Request, Incident tickets.
- Worked on UI actions and created customizable UI buttons according to client requirement
- Created dashboards for all incidents which are open, closed and in progress and generated report for all those incidents.
- From end-to-end handled project with zero escalations
- Got appreciations from client for quick response

Project #2: Dole Project

Client: Dole international

Language/skills used: Service now tool administration/development.

Role: Assistant Technical service Engineer

Description:

- Having requirement gathering and analysis calls with the Clients.
- Worked on transform maps, data sources for different data load and management. Created Record producer, Service catalogues and their Workflows. Created variables, variable sets and order guide.
- Performed configuration tasks including Business rules, UI actions and working for issues related to Reports, Homepages, and Dashboards.
- On-boarded Users, Locations, Groups and created Company, Roles, Department.
- Configured the notifications and SLAs.
- Worked on the client and service side scripts.
- Worked on Incident Management and Problem Management.
- Written Client scripts, UI Policies.
- Created knowledge bases, reports, gauges, dashboards.
- Created necessary documents such as Design documents and TEST documents.
- Working on Incidents, Task and Change as well

Project #2: Fujitsu Global Project

Client: Fujitsu (Internal)

Language/skills used: Service now tool administration/development.

Role: Assistant Technical service Trainee

Description:

- Interaction with stake holders to gather business requirements.
- Worked on customizable incident form and fields according to customer requirement.
- Worked on basic service portal for raising security incidents, request items and IT tickets.
- Perform on boarding user's data, created required roles and groups.
- Took KT sessions for the users to understand service now basics and ticket handling though service portal.
- Supported 24*7 with zero escalations and got appreciations form client.
- Generated reports weekly based and had a weekly discussion with clients.

Academic Information:

Educational Qualifications	Institution	Year	Percent of Marks
B. Tech. (Electrical & Electronics Engineering)	G. Pullaiah college of engineering and technology, AP, India	2014-18	61%
Intermediate	Narayana junior college, Nellore, Ap	2014	91.3%
SSC 10th	Parameswara High School	2012	8.7GPA

TRAININGS AND CERTIFICATION:

- **Certified Service Now Administration (CSA).**
- Attended the service now development training held by the FUJITSU.
- Attended java script training in percepio.

ACHIEVEMENTS & PERSONAL SKILLS:

- FUJITSU Star Award for raikiri service catalog quick implementation.
- Best catch and performer award in Fujitsu premier league (FPL).

Personal Details:

Date of Birth   : 22-June-1996
Father's Name   : Bala veera reddy
Marital Status   : Single
Permanent Address   : 1/63, T.O.palli(Village), Chapadu (Mandal), YSR(Dist) ,516355.

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge.

Place:

Date: (veerasivareddy Lingireddy)