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Experience Summary:

- Having total 3.1 years of IT Experience including 3.1 years with implementing ServiceNow modules: **Incident Management, Problem Management, Change Management, Knowledge Management, Service Catalog Management, Reporting, GRC and Integrations.**
 - I have Service Now Certified System Administrator (CSA) certification.
 - A Service Now Technology Analyst with experience on implementing end-to-end **ITSM Modules** like **Incident Management, Problem Management, Change Management, Service Request Management, Knowledge Management, Integrations, Asset & Configuration Management, Virtual agent, Agent workspace** and **SLA.**
 - Experience working with **Business Rules, Client Scripts, Access Control Lists (ACL)** etc.
 - Extensive work experience on **UI Policies, UI Scripts, UI Actions, and Scripts Includes.**
 - Strong ownership, accountability, and attention to detail in all work efforts.
 - Experience working with **Email Notifications, Inbound Actions.**
 - Experience on creation of **Catalog Items, Record Producers, and User Guide.**
 - Working on creation and customization of complex **Workflows** and **Custom Workflow Activities.**
 - Create Service Now **Reports** and **Dashboards.**
 - Worked with **Transform Maps, Data Sources** and different **Transform Scripts** for data loads and management.
 - Working with **Schedule jobs**, Events to manage business needs and handle background work.
 - **Created Access Control (ACL) rule. Use of the scripting tools and ServiceNow functionality to create script automate routine task done in ServiceNow.**
 - **Ability to create and modify the Workflows in Service Now.**
 - **Sets up Service Level Agreements (SLAs) and monitors SLA workflows, creates and tracks Service Catalog requests, and items with variables.**
 - **Good Understanding of IT Asset & Configuration Management Methodology. Basic knowledge the ITSM/ITIL principles worked on Waterfall and Agile environments in the SDLC process.**
 - **Developing and configuring Business Rules, Script Includes, Catalog Client Scripts, Client script, Security Access Controls, Glide Ajax, Glide Record, and Glide Aggregate.**
 - **Hands on experience in web development using HTML, Java script, Css.**
 - **Created Users and added the users to groups and assigned them roles.**
 - **Ability to tailor existing ITIL functionality to customer requirements using process flow formatters, data import, reports.**
 - **Created UI Actions, UI Policies, UI pages.**
 - **Created Transform maps to import data through Excel.**
 - **Good experience in Requirements understanding and analyzing.**

- **Quick adaptability to new technologies so keeps abreast of changing trends and meets new requirements successfully.**
- **A team player with excellent interpersonal skills.**
- **Strong problem-solving skills.**

Technical Skills:

- **ServiceNow :** Administration, customization, configuration, implementation Scripting, service catalog, workflows.
- **Languages :** Java script, HTML, CSS.
- **Database :** SQL.

Education:

- Bachelor of Technology from JNTUK.

Employment Details:

- Working with **CGI Group** as **software Engineer** from **May 2018** to till date.

Project 1:

Client : TAL Apparel
Role : ServiceNow Developer
Duration : Jun 2020 to Till Date

Roles and Responsibilities:

- Primarily responsible for support and development activities which are provided by the client related to Service Now including CMS portal, custom modules etc
- Daily/weekly calls with client, gathering/documenting requirement from client, providing the estimate, level of efforts based on the requirements.
- Working with UI policies, data policies, UI actions and business rules effectively, plan and execute the daily operations critical to business
- Handling the responsibilities of service now developer and tester to contribute design & development of Service-Now
- Data uploads, User Administration
- Personalizing and creating forms and fields for the various roles and groups to target company requirement
- Defining and implementing email notifications and reports
- Used UPDATE SETS for moving group of customizations from one instance to another.

Project 2:

Client : CKW.
Role : ServiceNow Developer
Duration : April 2019 to Jun 2020

Roles and Responsibilities:

- Worked with peer teams to develop and support
- Defining and implementing service-level agreements (SLAs), notifications, alerts and reports
- Responsible for developing and maintaining detailed technical and process documentation
- Monitoring infrastructure performance and take action as needed; troubleshoot and resolving technical issues
- Responsible for implementation and administration of all aspects of the ServiceNow IT Service Management (ITSM) platform per best practices including:
 - Working with UI policies, data policies, UI actions and business rules
 - Performing configuration tasks
 - Adding and administering users, groups and roles
 - Creating work flow activities and approvals
 - Personalizing and creating forms and fields for the various roles and groups to target company requirement

Project 3:

Client : Amplifon
Role : Service Now Developer
Duration : July 2018 to April 2019

Roles and Responsibilities:

- Imported Templates from Remedy to Service Now.
- Customizing the existing or creating new Business Rules and Script Includes as per the business requirements.
- Worked on Transform Maps and Imported many CIs using import set tables.
- Performed Import Export of data sets from Dev to other environments.
- Worked on Record Producers, Catalog client scripts, Catalog UI policies, Variables for RITMs to Change Request.
- Created ACL's for tables/forms/modules/fields and managed user/group roles.
- Written script includes and invoked them in business rules and client scripts.
- Responsible for documentation of Configuration, Customization with External Services.

Hyderabad

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