

## I.Rajesh

Servicenow Developer  
Hyderabad

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### **Objective:**

Looking forward to associate myself with an organization where there is an opportunity to share, contribute and upgrade my technical skills for development of self and organization.

### **Professional summary:**

- 4 years of experience as an IT Professional.
- Experience in Servicenow **Development, Admin and Testing** skills.
- 3 years of experience as a Servicenow Administrator.
- 1 year experience as **Servicenow developer**.
- Experience in implementing **Incident Management, Problem Management, and Service Request Management**.
- Experience working with **Email Notifications, Inbound Actions**.
- Working on creation and customization of complex **Workflows** and custom workflow activities.
- Working with **Schedule jobs, Events** to manage business needs and handle background work.
- Experience in **Business Rules, UI Actions, UI Policies, Client Scripts. Access control lists (ACL), Glide Ajax, and Glide Record**.
- Experience in the development and customization of **Service catalog** items and **Work flows**.
- Having basic knowledge on **JAVA Script, HTML and CSS**.
- Building Service Catalog, Self Service, Content Management, Workflows & other functionalities on Servicenow.

### **Skills**

<b>Tools</b>	: ServiceNow, ITSM
<b>Languages Known</b>	: C, C++, JAVA Script, HTML
<b>Scripting Languages</b>	: Java Script
<b>Operating System</b>	: Windows XP, Windows 7

## **Education Profile:**

- B.Sc. Computers. Magadh University.

## **Technical Experience:**

**Company Name** : Soft Sol India Limited.  
**Description** : ServiceNow developer  
**Experience** : 4 yrs.

### **1 # Project**

**Client** : E&J Gallo Winery  
**Role** : ServiceNow Developer  
**Duration** : Aug 2020 To Till Date

#### **Description:-**

E&J Gallo Winery is a winery and distributed headquartered in Modesto, California. It was found in 1933 by Ernest Gallo and Julio Gallo, and is the largest exporter of California wines. By 1993, E&J Gallo was the largest winery, with a 25% share of the American wine market. It is a largest family owned winery in the United States. In addition to the Gallo family Vineyards brand, the company makes, market and distributes wine under more than 60 other labels.

### **Roles and Responsibilities:**

- Requirement analysis and develop workflows.
- Service Catalog and request workflow design and configuration.
- Worked on creating Users, Roles, Groups and assigning Roles to Users.
- Migrated from uniform database service request tool to ServiceNow service catalog.
- Working with client and functional requirements within ServiceNow.
- Development of service catalog which includes creating new catalog items.
- Extensive work experience on implementing and developing on core IT Service Management processes and ITIL Process like (Incident Management, Problem Management, and Service Request Management).
- Moving data in and out of an instance using import sets and transform maps and also auto import of data into ServiceNow.
- Experience integrating ServiceNow with external systems through SOAP or REST web services.
- Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, Script Includes, and Access Control Lists.
- Working on Incidents to resolve the issues within the SLA and raising changes and driving towards Approvals and Execution.
- Created various workflows for Incident Management, Service Requests Management and SLA's.
- Created Buttons and context menus both on form and lists using UI Actions.

## **2 # Project**

**Client** : Varian Medical System  
**Role** : ServiceNow Administrator  
**Duration** : August 2017 to Aug 2020

### **Description:**

Varian Medical Systems (VAR) of Palo Alto, California, USA, is a radiation oncology treatments and software maker. Since the 1950's we have been producing tools that harness the power of X-ray energy to benefit humankind. As Varian continues to grow, our staff off approximately 6,500 employees in 70 sales and support offices around the globe in developing innovative, cost-effective solutions that help make the world a healthier place.

### **Roles & Responsibilities:**

- Merging the roles into other roles, maintaining the instance so that all the applications are available to respective users.
- Creating Tables, Fields, User Records, and Group records.
- Defined Users, Groups and Roles Administration and providing accessing permissions.
- Importing the Data in different formats (Excel, CSV, and XML) via attachments.
- Worked with Import and Update sets.
- Participated in validating form and table level using UI Policies.
- Written Client Scripts, Business Rules and UI Actions for customizing the tool.
- Customized Incident/Problem/Service catalog applications using Business Rules, Client Scripts.
- Using different workflow activities and added new conditions for activities.
- Responsible in building SLA and generating Reports.
- Created Email Notifications, Email Templates and Mail Scripts, Trigger Email Notifications from server side scripts by using events existed in event registry.
- Work with business users to identify and refine business requirements and workflows.

### **Declaration:-**

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

**I. Rajesh**