**Shaik sekshavalli**

**Phone No:** +91 9642924092

**Email: skshavali@outlook.com**

# OBJECTIVE:

To utilize my knowledge and experiences to obtain a challenging position in a dynamic environment where, I can get an opportunity to prove my capabilities, my skills and contribute towards achieving the organization’s objectives

# PROFESSIONAL SUMMARY:

Having 2.3 years of experience in IT industry and I involved in providing ITIL and IT Service Management Solutions in IT Infrastructure with expertise in the ITSM (Service Now) .

* Hands on Experience in Service modules such as Incident Management, Change Management, Problem Management.
* Experience in creating new Workflows and modifying the existing workflows according to new requirements in an efficient manner.
* Developing and configuring Business Rules, Script Includes, Catalog Client Scripts, Access Controls, Glide Ajax, and Glide Record.
* Created Users and added the users to groups and assigned them roles.
* Hands on Experience in creating new Catalogs and variables and variable sets.
* Hands on Experience in Creation of Client scripts, Business Rules and UI Policies
* Worked on Service Now in developing and customizing Business Rules, Scripting.

# EXPERIENCE HIGHLIGHTS:

* + Working as Software Engineer at A2star technologies from 2019

# EDUCATION:

* + - Bachelors of Technology in Mechanical engineering in KMM College of Engineering.
    - Diploma from government polytechnic college - Sathyaveedu
    - S.S.C from Dolphin dale school.

# TECHNICAL SKILLS:

|  |  |
| --- | --- |
| **ITSM Tools** | ServiceNow |
| **Languages** | HTML, CSS , java script |
| **Operating System** | Windows |
| **Applications** | MS Word and MS excel |

**PROJECTS:**

## Company: HCL Technologies

**Current Project Role**

: VFS GLOBAL

: Snow Admin

**Responsibilities:**

* Experience in Import Sets and Transform maps.
* Experience in Importing the Data in different formats (excel, csv, xml) via attachments.
* Worked on Service Catalog, Request Workflow Design and Configuration.
* Worked on Access control list
* Design and implemented Client Scripts, UI Policies, Service Catalogs
* Creation of new record producers& Order Guides.
* Worked on Tables, Fields and several variables and variable sets for catalog items.
* Creating documents for implementation.
* Working with customer for the functional specification design.
* Reviewing the functional specifications
* Working with business users to identify and refine business requirements
* Working on creating new fields and tables as per the client requirement.
* Implementing Access control lists (ACL) for various
* Basic orchestration skills.

**Project 1:** TELUS

**Company:** HCL Technologies

**Role :** Snow Developer and Admin

**Description:** Project phase involved requirement gathering from business and IT Stake holders and implementing the IT Operations.

## Responsibilities:

* Worked on Service Catalog, Request Workflow Design and Configuration.
* Worked on Access control list.
* Design and implemented Client Scripts, UI Policies, Service Catalogs
* Creation of new record producers& Order Guides.
* Worked on Tables, Fields and several variables and variable sets for catalog items.
* Worked on Reports.
* Created functional and technical specifications documents for various Service Now modules.

# PERSONAL DETAILS

Date of Birth : 28/01/1993

Gender : Male

Nationality : Indian

Languages : English, Telugu , Hindi

Address : Vinayak nagar , D/no -7/757 , Rly kodur , Pin no - 516101 , kadapa

Andhra pradesh.

# SELF DECLORATION:

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

PLACE : SHAIK SEKSHAVALLI

DATE :