**KCS Kishore Chowdary**

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**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 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 Pvt Ltd from June 2019.

**EDUCATION:**

* Bachelors of Technology in Electronics and Communication Engineering from Sree Vidyanikethan Engineering College,Tirupati.
* Intermediate from Sree Vidyanikethan International School.
* S.S.C from Sree Vidyanikethan International School.

**TECHNICAL SKILLS:**

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| --- | --- |
| **ITSM Tools** | ServiceNow |
| **Languages** | HTML, JavaScript |
| **Database** | MySQL |
| **Operating System** | Windows |
| **Applications** | MS Word and MS excel |

**PROJECTS:**

**Company: HCL Technologies**

**Current Project** : VFS GLOBAL

**Role** : 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
* Worked with Data Sources, transform maps
* 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:**

* Experience in Import Sets and Transform maps.
* Worked on Service Catalog, Request Workflow Design and Configuration.
* Worked on Access control list.
* Design and implemented Client Scripts, UI Policies, Service Catalogs
* Worked with Data Sources, transform maps
* Creation of new record producers& Order Guides.
* Worked on Tables, Fields and several variables and variable sets for catalog items.
* Worked on Reports.
* Having Knowledge on Performance Analytics, Discovery, Integrations, Mid Server.
* Created functional and technical specifications documents for various Service Now modules.
* Loaded external data using Import Sets and Transform maps
* Worked on cmdb\_ci

**PERSONAL DETAILS**

Date of Birth : 01/06/1997

Gender : Male

Nationality : Indian

Languages : English, Telugu

Address : 5/172, Bayanapalli(v), Obanapalli(p), Rly.Kodur,

Cuddapah District, Pin code: 516101