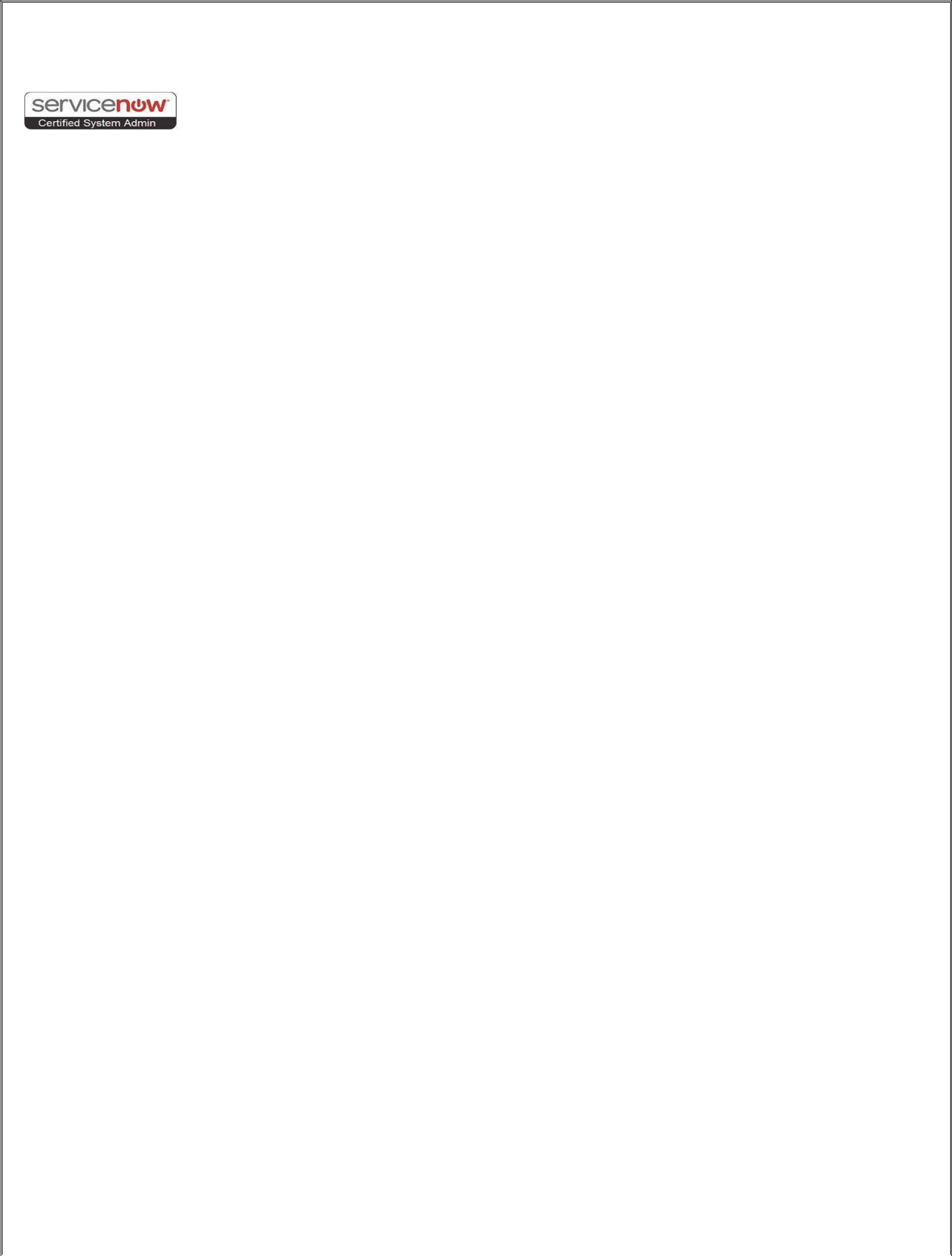
**Objective:**

Gadikota Prasanna kumar

[**g.prasannakumar1995@gmail.com**](mailto:g.prasannakumar1995@gmail.com)

*9052416623*



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 around 3 years of experience in IT industry and 3 years of relevant experience ServiceNow including requirement gathering, design, develop and implement based on the customer needs with managing several applications on ServiceNow platform.

* Hands on Experience in Service modules such as Incident Management, Change Management, Problem Management.
* Experienced in creating new workflows and modifying the existing workflows according to client requirements
* Developing and Configuring Business Rules, Script Includes, Access Controls, Glide Ajax, and Glide Record.
* Worked on creation of custom tables, customization and data migration through transform maps.
* Gathering and understanding the business requirements from various stakeholders and converting them into a technical document with step by step process.
* Performed system integrations using web services such as REST/SOAP.
* Strong knowledge on designing web applications using HTML and CSS.
* Hands on Experience in creating new Catalogs and variables and variable sets.
* Provided ACL’s for controlling the security mechanism in ServiceNow.
* Created reports based on requirement and added those to Dashboards.
* Implemented end to end CMDB data import through various transform maps.
* Have knowledge on native CMDB Discovery process.
* Hands on Experience in Creation of Client scripts, Business Rules and UI Policies
* Worked on ServiceNow in developing and customizing Business Rules, Scripting.

# Education:

* Bachelor of Technology in Electrical and Electronics Engineering from Sree Vidyanikethan Engineering College, JNTUA UNIVERSITY.

**External Certifications:**

* ITIL V4 Certified
* Snow Admin Certified

# Technical Skills:

|  |  |
| --- | --- |
| **ITSM Tools** | Service-Now |
| **Languages** | Java, HTML, JavaScript, SQL,Jelly script |
| **Databases** | Oracle, MySQL |
| **Operating Systems** | Windows XP, Windows 10, Linux, AIX, Unix |
| **Other** | Microsoft Office, Excel |

**Professional Experience:**

**Company**: HCL Technologies

**Current Project 3**: DHL Service Technology.

**Role**: SNOW Admin cum Developer

# Responsibilities:

* + Experience in Import sets and Transform maps.
  + Worked on Access control list.
  + Worked with Data Sources, transform maps.
  + Worked on support incident tickets and resolved the issues and also have implemented and developed few enhancements as per the customer requirements.
  + Created custom tables based on business needs
  + Worked on Service catalog, Request Workflow design and Configuration.
  + Design and implemented Client scripts, UI Policies, ServiceNow Catalogs
  + Bug issues and resolving incidents for customer applications.
  + Enhancement activity performed on custom applications.
  + Deployment activity and move update set can be performed.
  + Loaded external data using Import sets and Transform maps.
  + Creating new record producers and order guides.
  + Working on creating new fields and tables as per the client requirement.
  + Creating Dashboards, Reports.
  + Maintain Service level Agreement (SLA) and monitor an SLA workflow.
  + Created Catalog client scripts and UI policies to make client side changes.
  + Advanced Scripting of business rules, UI policies and Workflow activities.
  + Issue and bug fixing activity.

# Professional Experience:

**Company**: HCL Technologies

**Project 2**: VFS Global

**Role**: SNOW Admin cum Developer.

# 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.
  + Worked on support incident tickets and resolved the issues and also have implemented and developed few enhancements as per the customer requirements.
  + Created custom tables based on business needs.
  + Creation of new Record producers and order guides
  + Loaded assets into SNOW from third party system using web services and import sets.
  + During development worked creation of forms, buttons, pages, workflows, business rules.
  + Worked on Business rules, Script includes UI actions, UI policies, and Client scripts.
  + Creation of new record producers& Order Guides.
  + Worked on Tables, Fields and several variables and variable sets for catalog items.
  + Worked on Reports
  + Working with customer for the functional specification design.
  + Working with business users to identify and refine business requirements
  + Working on creating new fields and tables as per the client requirement.

# Professional Experience:

**Company**: HCL Technologies

**Project 1**: GIS Application Development.

**Role**: Snow Developer and Admin

# 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.
  + Loaded external data using Import Sets and Transform maps.
  + Created applications, modules, tables, fields as per requirements in custom applications.
  + Experience in REST Message integration where worked on ServiceNow to ServiceNow and ServiceNow to JIRA integration as bidirectional.
  + Worked on CMDB.
  + Worked on OOB stories and configurations for CMDB, major incident management and problem management.
  + Worked on asset management.
  + Have implemented end to end configurations and workflows for different change types on change management module.
  + Loading every product stories data into ServiceNow as part of agile process and created test cases for each story.
  + Involved in migration between various ServiceNow instances through import sets.
  + Loaded assets into SNOW from third party system through import sets.

**Thanks & Regards**

Prasanna