

Madhushree. S 

Senior Software Engineer seeking roles in Incident Management, Change Management, Problem Management, Knowledge Management, Product Development, Debugging, Stakeholder Management, Catalog Management, ServiceNow

Current Designation: Senior Software Engineer

Total Experience: 4 Year(s) 4 Month(s)

Current Company: Flextronics Technologies(I) Pvt. Ltd.

Notice Period: 1 Month

Current Location: Chennai

Highest Degree: B.Tech/B.E. [IT]

Pref. Location: Chennai, Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Senior Software Engineer, Software Developer, Incident Management, Change Management, Problem Management, Knowledge Management, Product Development, Debugging, Stakeholder Management, Catalog Management, ServiceNow

Verified : Phone Number | Email - id

Last Active: 19-Jan-21

Last Modified: 19-Jan-21

Summary

Dynamic career of over 4 years with rich experience and year-on-year success in executing various Support and Technical projects

Displayed excellence in providing and implementing the best solution for parking products with experience in Snow, Change Management, Problem Management and

Working knowledge of ServiceNow components like Data Sources, UI action, UI policies, Script includes, import set tables, Transform map, Record producers, Catalog items, Email notifications, Update sets

Expert in scripting using JavaScript used in ServiceNow. Working with complex UI customization, GlideAjax scripting

Good Experience on creation of catalog items, record producers and order guide.

Work Experience

Flextronics Technologies(I) Pvt. Ltd. as Senior Software Engineer

Jul 2016 to Till Date

Growth Path:

Associate Software Engineer

Senior Software Engineer

Key Result Areas:

Designing, developing and testing solutions built on Juniper's internally hosted ServiceNow platform

Coordinating with Process Owners, Business Stakeholders and Leadership team to analyze Business requirements

Implementing On/Off boarding employee in ServiceNow; administering Service Level Management implementation for

Incident and Security Incidents table and working with old SLA Definition (SLA Management) which is obsolete now

Scripting using Business Rule, Client Scripts, Inbound Email Actions, UI Policies, Script includes, UI action, UI Macro, UI pages

Working with creation of User friendly and attractive survey Notification email templates using HTML to improve the survey response rate and to exclude the empty survey ratings

Managing creation of new events, email notifications, email templates, UI Action, Script Includes, Business rules and

Tables

Examining acquired solutions for introducing the new improvements into the activated systems

Resolving the issue for the users facing any difficulty with the Service-Now.

Setting up the Rules for different activity in the different modules of the Service-Now which is approved by the client

Understanding business requirements from the customer and develop functional specification documents

Monitoring access control, security, minor enhancements such as form or workflow editing, and UAT/Regression testing of any development

Participating in daily Scrum meetings and regular sprint planning, review, and retrospective meetings

Providing the enhancements/Automations and support for the ServiceNow application to the Juniper IT users

Performing L3 troubleshooting of reported application problems

Implementing and innovating ServiceNow solutions in ServiceNow as assigned

Taking part in the design and recommendations of overall system functionality

Configuring and maintaining the system ensuring consistency according to established governance

Major Projects

Project: Email Integration - Survey Revamp; Role: Senior ServiceNow Developer

Tool: Service-now

Description: Email Integration is method of transferring information from email to ServiceNow application using Inbound email actions. Inbound email actions enable an administrator to define actions ServiceNow takes when receiving email.

Incident & Service request surveys in Service-now has been designed with the help of email integration as part of project.

Project: ServiceNow Upgrade Process Testing; Role: ServiceNow Developer

Tool: Service-now

Versions: (Helsinki, Istanbul, Jakarta, Kingston, London, Madrid, New York, Orlando and Paris)

Description: Upgrading is the act of moving to a release that is in a different family than your current release. Each

ServiceNow release includes major additions and Upgrading implements enhancements to all features that are part of the base

system or are already active, unless the feature is customized on your instance.

Project: Facilities Requests and categories; Role: ServiceNow Developer

Tool: Service-now

Description: Facilities Requests and categories involves separate application which is used for creating new facility requests

raised by customers and maintenance of those facilities. New tables for categories and routing are created along with separate

workflow as per requirement. The forms are created in 2 different languages as per the user requirements.

Education

UG: **B.Tech/B.E. (IT)** from **Sri Sairam Institute of Technology** in **2016**

IT Skills

Skill Name	Version	Last Used	Experience
JavaScript,		0	4 Year(s) 0 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Tamil				
Kannada				
Marathi				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time