

**AJAY CHINTAMANI**

ServiceNow Developer seeking roles in Software Development, Application Programming, Cloud Computing, Requirement Gathering, Configuration Management, Process Improvement, Stakeholder Management, ServiceNow, PHP, MySQL, HTML, CSS, JavaScript, AWS

Current Designation: ServiceNow Developer

Total Experience: 6 Year(s) 0 Month(s)

Current Company: Cognizant Technologies Solutions

Notice Period: 2 Months

Current Location: Hyderabad / Secunderabad

Highest Degree: B.Tech/B.E. [Electronics and Communications Engineering, ECE]

Pref. Location: Hyderabad, United Arab Emirates (UAE), United States (US)

Functional Area: IT Software - Application Programming / Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: ServiceNow Developer, Software Developer, Software Development, Application Programming, Cloud Computing, Requirement Gathering, Configuration Management, Process Improvement, Stakeholder Management, ServiceNow, PHP, MySQL, HTML, CSS, JavaScript, AWS

Verified : Phone Number

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

## Summary

- \* ServiceNow Admin. Certified Professional offering qualitative experience of 6 years as PHP Web Developer, ServiceNow Developer and Administrator in IT industry; presently associated with Cognizant, Hyderabad as ServiceNow Developer
- \* Played a key role as ServiceNow Developer and managed entire core system configuration
- \* Skilled in gathering and documenting user and process requirements, functional requirements, and developing technical requirements
- \* Expertise in developing workflow customizations, and supporting the Service transformation teams
- \* Rich understanding of ServiceNow functionality and how all ITIL processes can be implemented in ServiceNow
- \* Strong understanding of ServiceNow Development Platform including, but not limited to, ITSM, CMDB, Asset Management, Change Management and Custom Development
- \* Customized ServiceNow applications and facilitate rollout of new applications and modules and configure Application UI and Configure Workflow

## Work Experience

### Cognizant Technologies Solutions as ServiceNow Developer

Mar 2019 to Till Date

- \* Building service requests from customer requirements including requests, request items and tasks using workflow -to manage data flows from the customer to the support teams providing the service
- \* Using:
  - o SOAP and REST Web Services to integrate different instances
  - o Glide Scripting for creating UI Action and Business Rules
  - o Jelly Scripting for Creating UI Pages and UI Macros
  - o Update sets for moving group of customizations from one instance to another
  - o Notifications to send communication from the system
  - o Access Control Rules for securing and providing the right access to right person/role
  - o Scrum methodology for the development and for defect tracking
- \* Analyzing the problems and providing resolutions or fixes for the production issues related to ServiceNow platform within the Service Level Agreement
- \* Understanding the business needs and the needs to standardize processes, and building this into the design
- \* Leading the creation of:

- o Schedule jobs to run scripts, and to import data by running scheduled transform map
- o Scripts like client scripts, business rules, script includes, UI scripts and UI policies
- o Groups for set of users and using the same for approval, assignment, and receipt of notifications
- \* Developing Content Management System

#### Highlights:

- \* Gained exposure in working on the latest release, Kingston, an advanced release and discovered ServiceNow upgrades
- \* Actively participated in validating form and table level using UI Policies
- \* Utilized transform maps to import data to configuration management
- \* Successfully created:
  - o Email notifications, email templates and mail scripts
  - o Various workflows for Incident Management, Change Management, Service Requests and SLAs
  - o Scheduled script jobs and scheduled generation & distribution of reports

### **Softapt Software And Consulting** as ServiceNow Developer

Feb 2018 to Mar 2019

#### Key Result Areas:

Steering the implementation of data sources and creation of transformation maps to import the data into Service Now from different data sources

Building service requests from customer requirements including requests, request items and tasks using workflow -to manage data flows from the customer to the support teams providing the service

#### Using:

- o SOAP and REST Web Services to integrate different instances
  - o Glide Scripting for creating UI Action and Business Rules
  - o Jelly Scripting for Creating UI Pages and UI Macros
  - o Update sets for moving group of customizations from one instance to another
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  - o Access Control Rules for securing and providing the right access to right person/role
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#### Leading the creation of:

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### **Anantha Cyber Technologies** as ServiceNow Developer

Apr 2017 to Feb 2018

Title: Hirextra.com

Description: HireXtra is the next generation AI crowd staffing platform. This provides with a cutting edge marketplace between vendors to offer a higher efficiency at a faster rate any and all staffing needs, and is cloud based. It is a one stop shop crowd staffing platform and is cloud based which serves as a single platform. HireXtra is a bridge between the employer and the vendor.

#### Responsibilities:

- \* Led the creation of scheduled events and automations; developed and configured Business Rules, Script Includes, UI Policies, Catalog Client Scripts and Client Scripts, Scheduled Jobs as per the Service Now best practices
- \* Created all JavaScript logic (validation, animations, transitions, template, date picking; engaged in maintenance and improving visibility
- \* Spearheaded the designing of new workflow and modifying the existing workflow as per the new requirements; managed multiple assignments which included prioritizing the tasks, raising the concerns/questions, where appropriate for priority or engagement conflict resolution
- \* Interfaced with the clients on a regular basis through face-to-face meetings, video/teleconferences and email to understand client's processes and business problems
- \* Engaged in Hospital Client Setup and User/Groups/Roles Maintenance; customized the forms as per the hospital/client requirements
- \* Added custom rules and reference list as per client requirements; identified industry best practices and implemented them in engagements; used JReport tool for development and deployment of reports

### **Rify Hosting Pvt. Ltd** as PHP Web Developer

Oct 2014 to Apr 2017

## Projects:

- \* AIMS (PHP Web Application); Link: <http://aims.Org.in/>
- \* Nano Digest (PHP Web Application); Link: <http://www.nanodigestmag.com/>
- \* Aero Norway (PHP Web Application); Link: [aero-norway.no](http://aero-norway.no)

## Education

UG: **B.Tech/B.E. (Electronics and Communications Engineering,ECE)** from **Aditya Institute of Technology & Management, Tekkali** in **2014**

**Other Qualifications/Certifications/Programs:**

ITIL (Information Technology Infrastructure Library)

CCNA (Cisco Certified Network Associate)

Microsoft Certified IT Professional (MCITP) Certification

## IT Skills

Skill Name	Version	Last Used	Experience
C, C# & PHP		2014	
HTML, Java Script, JQuery, Css		2014	
AJAX, Asp.Net, Angular JS		2014	
GitHub, Bit bucket & AWS		2015	
SQL Server & MySQL		2015	
Windows 10/8 /7 /XP		2014	
Code igniter & Laravel	5.4	2015	
Word Press & Drupal	8	2016	
ServiceNow		0	2 Year(s) 0 Month(s)

## Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert			
Hindi	Proficient			
Telugu	Expert			

## Affirmative Action

Category: General

Physically Challenged: No

## Work Authorization

Job Type: Permanent

Employment Status: Full time