

Y S Kiran 

Service Now Admin/Developer seeking roles in Software Development, Application Programming, Incident Management, Client Management, System Analysis, Requirement Gathering, Configuration Management, ServiceNow, HTML, JavaScript

Current Designation: Service Now Admin/Developer

Total Experience: 4 Year(s) 11 Month(s)

Current Company: Cyient

Notice Period: 2 Months

Current Location: Hyderabad / Secunderabad

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

Pref. Location: Bengaluru / Bangalore, Hyderabad, Noida

Functional Area: IT Software - Application Programming / Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Service Now Admin/Developer, Software Developer, Software Development, Application Programming, Incident Management, Client Management, System Analysis, Requirement Gathering, Configuration Management, ServiceNow, HTML, JavaScript

Verified : Phone Number | Email - id

Last Active: 19-Jan-21

Last Modified: 19-Jan-21

Summary

- * Having 3+ years of experience in Service Now development and administration.
- * Good understanding of the Software Development Life Cycle.
- * Good hands on expertise in implementation of Incident management, Problem management, Change management and Service catalog management.
- * Good knowledge and understanding of ITIL process.
- * Handling the clients with Requirements and Solutions and knowledge sharing in Service Now.
- * Good exposure to all areas of SDLC (requirement, analysis, design, development, test, implementation and maintenance).
- * Experience working with email notifications, inbound actions, reports, gauges, and home pages.
- * Experience on creation of Catalog items, record producers, order guide.
- * Working on creation and customization of complex workflows and custom workflow activities.
- * Also having good knowledge on REST API.
- * Good debugging skills in issue identification and fixing.

Work Experience

Cyient as Service Now Admin/Developer
Dec 2015 to Till Date

Project 1:

Project Name : Rio Tinto - Core Service

Role : Service now Admin/Developer

Duration : July 2016 to till now

Project Description:

The project key concept is to develop customized Service Now Application to handle most of the Service Management modules of the business process with Service Now Suite like Change Management, Incident Management, Problem Management, Asset Management, Service Request Management and other customizations according to the Business requirements.

Responsibilities:

- * Developed Incident, Service Level Management (SLM) and Service Catalog modules.
- * Process flow is configured for Incident Management based on various states of ticket.
- * New workflows designed for service catalog items as per client requirements.
- * Notifications configured on Incident management to send mails to responsible persons at different stages.

- * Client scripts, Businesses rules, UI Policies, Businesses Rules, Access Controls and UI Actions are written to provide validations and buttons and to limit access privileges in Incident, Service catalog modules.
- * Worked on Change management, Incident Management, Problem Management module.
- * Worked on Health check of instance during annual upgrades.
- * Used Automated Test Framework for Testing during upgrades
- * Successfully Migrated Knowledge Management from legacy to V3
- * Creating and maintaining scheduled jobs.
- * Used Background scripts in case of any data validations.
- * Created various notifications at different stages.
- * Configuring Users, Groups and Roles.
- * Created ACL's based on the security mechanism provided by Customer and best practices.
- * Presented Walk Up Experience and Virtual Agent OOB demo to client

Project 2:

Project Name : Premier Geo

Client : IHS Markit

Role : Data Analyst

Duration : 1 year

Project Description:

Data Analyst is also called as MIS executive, Where the data is collected and interprets data and turns it into information which can offer ways to improve a business, thus affecting business decisions.

Responsibilities:

- * Successfully interpreted data to draw conclusions for managerial action and strategy
- * Used statistical techniques for hypothesis testing to validate data and interpretations
- * Presented findings and data to team to improve strategies and operations
- * Proposed solutions to improve system efficiencies and reduce total expenses
- * Manage the planning and development of design and procedures for metrics reports
- * Develop new reports and delegated tasks to team members
- * Optimized data collection procedures and generated reports on a weekly, monthly, and quarterly basis
- * Used advanced Microsoft Excel to create pivot tables.

Education

UG: **B.Tech/B.E. (Electrical)** from **Jawaharlal Nehru Technological University (JNTU)** in **2015**

IT Skills

Skill Name	Version	Last Used	Experience
WINDOWS FAMILY			
JavaScript, HTML			
Service Now, ITSM			

Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient			
Telugu	Proficient			

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time