Bhavani Prasad Kondari ⭐ Featured

Relevant 3years of experience in servicenow

Current Designation: **Servicenow Developer**

Current Company: **HCL Technolgies**

Current Location: **Bengaluru / Bangalore**

Pref. Location: **Bengaluru / Bangalore,Chennai,Hyderabad**

Functional Area: **IT Software - Application Programming / Maintenance**

Role: **Software Developer**

Industry: **IT-Software/Software Services**

Marital Status: **Single/unmarried**

Key Skills: ServiceNow,CMDB,Servicenow Developer

Verified :   Phone Number | Email - id

Total Experience: **4 Year(s) 0 Month(s)**

Notice Period: **15 Days or less**

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

Last Active: 20-Jan-21   Last Modified: 20-Jan-21

Summary

Having total 4.0 years of IT Experience and 3.0years of relevant experience as a Service Now Developer &Administrator
Good Knowledge about IT Infrastructure Library(ITIL) standards, which are helpful in development and customization of IT Service management applications.
Working Experience on Integrations using SOAP and REST.
Involved in different version upgradations of multiple ServiceNow instances.
ServiceNow expert on Incident/Problem Management, Change and Release Management, Reports and Knowledge Management.
Involved in managing system configurations, gathering user/process requirements, developing workflow customizations and managing third party integration for ServiceNow Platform.

Work Experience

HCL Technolgies as Servicenow Developer
Oct 2016 to Till Date

ProjectDetails:

Project #1: NVIDIA Corporation Duration: May2018 to oct 2020Tools: ServiceNow

Roles and Responsibilities:

Performing day to day administration of the ITSM, including making approved changesto process/work flows, monitoring MID Servers in ServiceNow tool.
Handling Incidents (including priority incidents - P1 and P2), Service Requests, Change Requests and Adhoc Requests efficiently.
Involved in monitoring and handling third party integrations issues with ServiceNow.
Configuration and customization of ITSM application and other application using Business Rules, Client Script, UI Policies, UI Actions, Access Control Lists, Dictionary Overrides, and Scheduled Jobs based on client requirement.
Created and implemented Service Catalogs, workflows, Notifications for Client based on user requirement.
Creating Update Sets, Import Sets and Transform Maps to move customizations or between different environments of ServiceNow.
Involved in ServiceNow Upgrade from Kingston to London version and engaging ServiceNow vendor for fixes whenever necessary.
Done Cloning of PROD instance to sub production instances Worked on Automated Test Framework.

Knowledge on Service Portal configurations and HR Management.

Project #2: PAYPAL Managed Services
Duration: March 2017 to May 2018
Tools: ServiceNow

Roles and Responsibilities:
Developed and Implemented Service Catalog items, Order guides, record producer, Variable Sets, UI Policies, Data policies, UI Actions, ACL's, Client Scripts, Business Rules and transform maps
Good working experience on handling Incident Management and Change Management.
Onsite - offshore communication and co-ordination.
Done Integration to insert the incidents created in SNOW populated to external tool.
Experience working with email notifications, reports, gauges, and homepages.
Worked on schedule jobs to automate the required tasks.
Created and maintained technical documentation and process map on components bug fixes.
Gave a knowledge session to the client and the team members about the functionality.
Knowledge on designing workflows as per the requirements.
Update set capturing and moving customizations to different instances.

Project #3: City of Long Beach Service Development
Duration: Nov 2016 to Feb 2017
Tools: ServiceNow

Roles and Responsibilities:
Users, Groups & Roles Administration. Merging the roles into other roles, maintaining the instance so that all the applications are available to respective users. Assigning Roles to Users.
Created UI Policies to make few fields visible, mandatory and vice versa based upon conditions
Written business rules to trigger the email events which send emails to users who have impacted and for whom that ticket has been assigned.
Written Client scripts for display and hide of some fields based on some conditions, to generate alerts for users help.
Restricting the users who try to enter into table or form for which they don't have access. I am expert in analyzing which page will use by which role & how to restrict the users who enters into the tables through various cheat codes.
Creation of catalog items with appropriate variables and variable sets and Catalog Client scripts.

Education

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

IT Skills

Skill Name	Version	Last Used	Experience
HTML, CSS			
JavaScript			
ServiceNow			3 Year(s) 0 Month(s)
SOAP and REST			

Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert			
Hindi	Beginner			
Telugu	Expert			

Affirmative Action   # Work Authorization

Physically Challenged: No

Job Type: Permanent

Employment Status: Full time