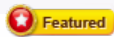




SANGEETHA SRINIVASA



Senior Associate Consultant seeking roles in Software Engineering, Software Development, Application Development, Project Management, Incident Management, Requirement Gathering, Solution Design, Agile Methodology, JavaScript, ServiceNow, Python, JSON, ITIL, HTML

Current Designation: Senior Associate Consultant

Total Experience: 7 Year(s) 0 Month(s)

Current Company: Infosys Limited

Notice Period: 3 Months

Current Location: Mysuru / Mysore

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

Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Team Lead/Tech Lead

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Senior Associate Consultant, Tech Lead, Software Engineering, Software Development, Application Development, Project Management, Incident Management, Requirement Gathering, Solution Design, Agile Methodology, JavaScript, ServiceNow, Python, JSON, ITIL, HTML, CSS, PHP

Verified : Phone Number | Email - id

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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Summary

Overall 6+ years of IT experience, started the career at Infosys Ltd on 23rd June, 2014, in Mysore and trained in ServiceNow and currently part of 4th ServiceNow engagement. Have worked as Onsite Coordinator for Infosys in London for the duration of 1.5 years and have lead a team of 6 members at offshore. Started working as Service Now developer & continued handling roles as ServiceNow Administrator & Developer on both On-Cloud and On-Premise ServiceNow instances. Core skill set involves Scripting, Workflows, Transform Map, Incident Management, Problem and Service Catalog modules, Service Portal and other modules which facilitate in Implementation, Configuration and administration of ServiceNow. Have taken active participation in AGILE processes from requirement gathering till post deployment support.

Work Experience

Infosys Limited as Senior Associate Consultant Jun 2014 to Till Date

Sangeetha has 6+ years of IT experience. She has worked on the ServiceNow platform for over 5 years as a developer & administrator.

Her job profile consists of Solution Designing, Requirement Elicitation, Process Assessment, Knowledge Transfer, Task Estimation and Documentation for Estimations, Release Notes, HLD Documents, LLD Documents & User Guides.

She has been part of projects which follows Agile methodologies from requirements gathering till post deployment support.

Her core ServiceNow skills involve Incident Management, Problem Management & Service Catalogue modules along with basics of Service Portal. Also has an experience of implementing complex scripts and REST based APIs for third party system integrations with ServiceNow.

She also has experience on ServiceNow Development, Integration & Support on both On-Demand & On-Premise Instances.

She is a 'ServiceNow Certified System Administrator'. She has also underwent trainings on advanced PHP & Python concepts, Java, SQL, and PHP. Strong information technology professional with a Bachelor of Engineering (BE) focused in Computer Science from Sri Bhagawan Mahaveer Jain College.

Infosys Ltd as Senior Associate Consultant Jun 2014 to Jun 2014

* Joined the project as an Onsite coordinator and lead a team of 6 offshore members.



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

- * As a senior ServiceNow developer in the team worked on multiple aspects of delivery such as designing the solutions, effort estimation, efficient implementation of the solution, peer review & also documentation of the implemented solutions.
- * Have conducted multiple interviews as was part of technical screening for on-boarding new members to the team.
- * Trained the newly on boarded team members on functional & technical implementation of the project.
- * With highly customized ServiceNow instance, suggested newer solutions to client using OOTB features with minimum or no customization to avoid issues during upgrades.
- * Actively worked on various ServiceNow modules, focusing on JavaScript scripting, REST Integrations, Transform maps and Service Portal.
- * Worked on upgrade issues during ServiceNow upgrades to Madrid, New York & Orlando.
- * In attempt to increase awareness on ITIL & Agile processes, completed Infosys Internal ITIL Certification and also have taken courses on Agile methodologies.
- * Proactively initiated Knowledge Transitions internal to the team to increase overall knowledge within the team.
- * Conducted various Sprint Retrospective meetings to concentrate on growth as a team.
- * Have been proactive team member and made efficient use of combined effort to overcome the hurdles faced.
- * Supporting On-Premise ServiceNow application.
- * Completed project transition activities from a different vendor to Infosys.
- * Handling various issues / user related queries related to Incident Management and Service Request module.
- * Working on Day to Day support activities like monitoring the server health and performance of the system.
- * Handling the weekly release activities related to bug fixes and minor enhancements.
- * Providing On call support for high / critical incidents over the weekend and off business hours.
- * Raising Cases with the vendor (ServiceNow) and following up with them for the product defects reported by the users.
- * Since it is an on premise set up, was involved in password reset activities of databases, Instance Upgrades.
- * Involved in functional testing of API's and integrations built with other Apple in house applications.
- * Worked on various integrations' set up and testing like JDBC, SOAP, REST using various tools like Soap UI, DHC Client, Postman etc.,
- * Involved in testing and documentation of the monitoring set up available for the service now infrastructure.
- * Knowledge Transfer programs were undertaken to on-board new members into the team.
- * Worked as an ITSM consultant on Service Now.
- * Involved in project transition activities from Client to Infosys.
- * Java Script and development activities on ServiceNow as per requirement from client.
- * Enabling of Finance Application module in ServiceNow.
- * Configuring SLA's for task module, creation of workflows and scheduled jobs as per the requirement from the client.
- * Worked on various development tools like Client scripts, Business Rules, Script Includes, Access control rules, creation of Home pages, scheduling reports as per the requirement.
- * Ensured best practices as per industry standards during development and implementation phases across projects.
- * Worked as a ServiceNow Administrator / developer.
- * Involved in configuring of task and portfolio management module service now.
- * Developed java scripts and workflows to meet the requirements
- * Customized various utilities like Forms, UI actions as part of the development activities.
- * Implemented the priority matrix calculation for task module.

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Education

UG: **B.Tech/B.E (Computers)** from **Sri Bhagawan Mahaveer Jain College of Engineering, Bangalore** in **2014**

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IT Skills

| Skill Name | Version | Last Used | Experience |
|-------------------------------|---------|-----------|------------|
| Angular JS, Java Programming | | | |
| PHP, Python, HTML, CSS, RDBMS | | | |

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Languages Known

| Language | Proficiency | Read | Write | Speak |
|----------|-------------|------|-------|-------|
| English | | | | |
| Kannada | | | | |

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time

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