RAJESHWAR KASHALA (1) Featured

Around 2+ years of experience in ServiceNow development/Admin, providing solutions for phases of Software Development, Admin and Implementing and involved in deployment activities. Seeking a position to constantly learn and grow with Organization.



Current Location: Hyderabad / Secunderabad Total Experience: 2 Year(s) 1 Month(s)

Pref. Location: Bengaluru / Bangalore, Hyderabad, United States Highest Degree: B.Tech/B.E. [Electronics/Telecommunication] (US)

Functional Area: IT Software - Application Programming /

Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Junior IT Analyst, Software Developer, Software Development, Requirement Analysis, Troubleshooting, Issue

Resolution, Coding & Testing, Requirement Gathering, Software Development Life Cycle, Defect

Management, JavaScript, Servicenow

Verified: Email - id Phone Number |

Last Active: 18-Jan-21 Last Modified: 18-Jan-21

Summary

A result-oriented professional with over 2 years of experience in ServiceNow Development; provided solutions for phases of Software Development, Admin & Implementing and participated in deployment activities

Knowledgeable in assisting the troubleshooting ServiceNow upgrades, patching, and release management

Rich experience in streamlining processes and transforming businesses; created Custom applications in Studio

Skilled in providing ServiceNow development assistance to customers including, but not limited to, form configuration, workflow administration, reporting, data imports, custom scripting and third-party software integrations

Translated business needs into technical requirements; participated in configuring & customizing new applications and modules

Strong knowledge of (Information Technology Infrastructure Library) ITIL; technical and Functional expertise with ITSM product

Managed & configured incidents, change requests and so on

Work Experience

Diebold Nixdorf India Pvt. Ltd as Junior IT Analyst

Jun 2018 to Jul 2020

Thorough understanding of ITIL/ITSM processes.

Handling daily work orders, incidents, change requests.

Configuring Incident, Problem, Change and Knowledge management modules based on business and IT requirements Expertise on defining workflows in Service Catalog and Change Management.

Good Experience in Service Catalog, Record Producer and Order Guides.

Have worked on different use cases of Client side and Server side scripting.

Good Knowledge on Access Controls, Data Sources, Import Sets and Transform Maps.

Good Knowledge of Business Rules, UI Actions, UI Policies, Client Scripts, Email Notifications.

Excellent Troubleshooting skills.

Knowledge on creating Custom applications in Studio.

Education

UG: B.Tech/B.E. (Electronics/Telecommunication) from Bharat Institute Of Engineering And Technology affiliated to **JNTU** in **2017**

IT Skills

| Skill Name | Version Last Used Experience |
|----------------------------|------------------------------|
| JavaScript,MySQL,MS Office | |

Languages Known

| Language | Proficiency | Read | Write | Speak |
|----------|-------------|------|-------|-------|
| English | | | | |
| Hindi | | | | |
| Telugu | | | | |

Affirmative Action

Work Authorization

Physically Challenged: No

Job Type: Permanent

Employment Status: Full time