**Resume**

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**Professional Summary**

* 3.4 years of experience in ServiceNow as Developer and admin. ServiceNow Developer with extensive experience on ServiceNow implementation and enhancement in the role of Developer. Have Very Good Knowledge on Configurations and Implementations.
* A ServiceNow expert with experience on implementing end-to-end Service Catalog, Incident Management, Change Management, Problem Management, Knowledge Management and Service portal.
* Experience in designing, developing, customizing &amp; administering ITSM suite of applications.
* Worked in close cooperation with project managers and other functional team members to a team effort in development.
* Technical experience with ServiceNow with a focus on writing UI policies, Client script, Business rule, Script Includes & ACL’s.
* Experience in configuration of Service Portal, creating pages and custom widgets using AngularJS.
* Experience in creating Record Producers & Service Catalogs.
* Utilized pair programming approach to ensure high quality code.
* Having experience on ServiceNow Team Development for updates moving between different ServiceNow environments.
* Experience on MID server installation and Configuration.
* Experienced in Update set movement to the higher instance, Data transform Maps, Notifications, Notification scripts, Reports, and custom widgets for homepages
* Experience in integration with Microsoft Teams, E-bonding and GitHub Integrations.
* Good understanding of CMDB, Flow designer and actions in ServiceNow.
* Good Understand on technical and functional design requirements for ServiceNow.
* Hands on Experience in HTML, CSS, JavaScript, AngularJS, and Ajax.

**Professional Experience**

* Working as a *Software Engineer* at **TCS,** Hyderabad from February 2018 to till date.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Development Tool** | ServiceNow |
| **Database Systems** | Oracle |
| **Technologies** | Java, Java Script, Html, CSS, AngularJs & Oracle. |

**Professional Experience:**

Project 3: GEICO |March 2020 – till date

Description: Geico are experts in providing environmental design and opportunity reducing crime prevention advice where we use our extensive and widespread experience to create a bespoke service that meets the most demanding of needs and situations.

Roles &Responsibilities:

* Created various workflows for Incident Management, Change Management.
* Configured Email Notifications.
* Involved in Implementation, Customization and Maintenance of ITIL modules such as Incident, Problem, Knowledge.
* Created Server-side scripting like Business rules and Script Includes.
* Created Client Script, UI Policy and UI Actions.
* Generated multiple reports.
* Create Transform map and Data Source.
* Created Database views
* Creation and deployment of Update Sets
* Created Workflow and Customized form configuration.

**Environment**: ServiceNow

Project 2:

Client: LTS | November 2018 to March-2020.

Project: Service portal (ServiceNow Developer)

* On boarding is the process of integrating a new employee into an organization. The purpose of

This document is to describe the proposed On-boarding, which is more automated than the current process.

* Created Custom widgets and pages.
* Customized an existing menu item configured menu new menu item.
* Created multiple pages and closed widgets from OOB.
* All attempts have been made in using mostly business terminology and business language while
* describing the requirements in this document

Responsibilities:

* Developed in technical and functional design requirements for ServiceNow.
* Created applications with Service Portal.
* Customised Widgets and Pages in Service Portal.
* Customize menu items in service portal.
* Create custom reports like bar charts, pie chart etc.
* Worked on Scheduled Jobs and Email Notifications.

**Environment**: ServiceNow

Project 1:

Client: R&F

ServiceNow Developer

Project: R&F ServiceNow Implementation | Feb-2018 to October- 2019

Description:

* R&F provides clinical solutions that drive appropriate, safe, and affordable care. Serving more than 50 million members across 50 states, D.C., and US territories.
* R&F promotes optimal care through use of evidence-based clinical guidelines and real-time decision support for both providers and their patients, featuring a sophisticated clinical rules engine from Applied Pathways , delivers significant cost of care savings across an expanding set of clinical domains, including radiology, cardiology, oncology, specialty drugs, sleep medicine, musculoskeletal care, and genetic testing.

**Responsibilities:**

* Configuring Incident, Change and Problem as per the Requirements.
* Performs core configuration tasks including Business rules and client scripts
* Manages data with Tables, Database operations, Import Sets, and Update Sets.
* Manages users, groups and roles and functionality implementation with Jelly script
* Building of Notifications and scripts
* Creation of Groups and Roles and Implemented ACLs
* Creation of Scheduled Jobs.
* Imported data into ServiceNow table from different sources.
* Generate multiple reports as for client requirements.

**Environment**: ServiceNow

**EDUCATION**

**Bachelor in Computer Science – 2016.**

SRK Degree College, Osmania University.

**Certifications**

ServiceNow – Certified System Administrator.

ServiceNow – Certified Implementation Specialist.