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**Professional Summary**

* 4.0 years of total IT experience and 1.4 years of experience in java and 1.8 years of experience in ServiceNow. 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, Configuration & Asset Management, Change Management, Problem Management, Knowledge Management and Service portal.
* Technical experience with ServiceNow with a focus on writing UI Pages, UI scripts, UI policies, Client script, Business rule, ACL.
* Experience on Service Portal.
* 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 on ITSM Modules.
* Experience in creating Database Views and Data Sources.
* Having good experience in J2EE Technologies, Java Frameworks, and Webservices.
* Experience with bug reporting and test management tools like JIRA, PPM(ServiceNow)
* Good Understand on technical and functional design requirements for ServiceNow
* Expertise HTML, CSS, JavaScript.
* Certified System Administrator.
* Having hands on experience in backend programming languages SQL Programming,
* Having Good Knowledge Web Services.
* Effective in working independently and collaboratively in teams.
* Having implementation knowledge Spring Core, Spring MVC, Spring ORM, and Spring Boot.
* Experience in MVC (Model View Controller) architecture using Spring framework.
* Excellent working knowledge (oops) Object Oriented Design.
* Hands on experience in using Application/Web servers like Tomcat server.
* Good understanding of MongoDB and Apache Kafka.

Professional Experience

* Working as a Senior *Software Engineer* at **Valuemomentum Software Services Pvt Ltd,** Hyderabad from March 2020 to till date
* Working as a *Software Engineer* at **VSOFT Consulting Technologies,** Hyderabad from July 2018 to March-2020.
* Worked as *Software Engineer* at **FirstMile Solutions India Pvt Ltd** Hyderabad from November 2016 to July 2018.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Development Tool** | ServiceNow. |
| **Frame works** | Spring, Hibernate. |
| **Database Systems** | Oracle, MongoDB. |
| **Operating Systems** | Windows, Linux. |
| **J2SE** | Core Java, JDBC. |
| **J2EE** | Servlets, JSP. |
| **Servers** | Apache Tomcat. |
| **Distributed Technologies** | JAX-WS, JAX-RS. |

Professional Experience

**Project-1:**

Client: GEICO

Duration: March-2020 to till date

ServiceNow Developer

Project: GEICO

* GEICO is core leverage of Claims and insurance-based company provides its customers. Root Insurance Saves You Money by Only Insuring Safe Drivers. No Agents, No Hassle. Root Rewards Good Drivers. Choose Your Coverage.

**Responsibilities:**

* Working on Service Now tool.
* Customized widgets and Pages.
* Created new Header Menu and Header and Footers.
* Imported data using Data Sources and created new Database Views.
* Incident, Change, and Reports fully implemented.
* Generating the reports using schedule job
* Generating the reports and verifying the data matches with the requirement.
* Moving of update set from instance to instance.
* Regular interaction with client for requirements clarification and for Application.

**Environment**: ServiceNow

**Project-2:**

Client: UCQ

ServiceNow Developer

Project: UCQ Implementation & Support

* The Projects includes report generation, for incident, Problem, change management based on towers
* Creating SLAs for each individual tower, and Reports on Incident Management.

**Responsibilities:**

* Working on Service Now tool.
* Worked on CMDB tables adding CI’s and relating them to Tower
* Customizing SLAs based on the requirements
* Checking the SLA conditions met as per the requirements.
* Incident, Change, and Reports fully implemented.
* Generating the reports using schedule job
* Generating the reports and verifying the data matches with the requirement.
* Worked on Inbound and outbound email notifications.
* Marinating the Sprint documents and tracking them in PPM
* Moving of update set from instance to instance.
* Regular interaction with client for requirements clarification and for Application.

**Environment**: ServiceNow

**Project-3:**

Client: AIM Specialty Health

ServiceNow Developer

Project: AIM ServiceNow Implementation

Description:

* AIM Specialty Health provides clinical solutions that drive appropriate, safe and affordable care. Serving more than 50 million members across 50 states, D.C., and US territories.
* AIM 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 (a wholly owned subsidiary of AIM), 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, the CMDB, 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
* Performs the configuration changes, deployment and data migration activities on ServiceNow application.

**Environment**: ServiceNow

**Project-4:**

Client: PPMS

Software Engineer.

Project: Political Process Management System

Description:

PPMS is web based information system for the political parties. It provides various functionalities like add or update the user. This system also provides events sharing on various social medium. A user can donate funds to the party and share their donations. The system has an ability of sending bulk SMS. PPMS have an admin who would maintain all the other users based user roles. PPMS provide an easy to access and maintain the Party information for the user.

**Responsibilities:**

* Involved in the implementation phase for developing various modules.
* Implemented user search and updating operation.
* Implemented the acknowledgement of funds to the donor.
* Involved in Implementation of the Data Persistence.
* Implemented Unit test cases and Integration test cases.
* Involved in Bug fixing.

**Environment**: Java

**EDUCATION**

**Master of Computer Application (MCA) – 2015**

Mallareddy Engineering College, JNTU, Hyderabad.

**Certifications**

ServiceNow – Certified System Administrator