**Ramesh**

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# Career Objective:

To obtain a challenging position in an organization where I can prove my innovative skills and diligent work

# Professional Experience:

* Overall **1.8 years** of Professional IT Experience in Servicenow platform as both Developer and Administration.
* Experience In Implementing ITSM Modules (Incident Management, Change Management, Problem Management, Service Request Management, Event Management etc.) using Servicenow.
* Written Client Scripts, UI Actions and Script Includes for customizing the tool.
* Participated in validating Form and Table level using UI Policies.
* Defined users, groups and roles and providing accessing permissions.
* Experience in Workflows, SLAs, Import Sets and Update Sets.
* Experience on creation of Record Producers and Catalog Items using Variables, Variable Sets.
* Working with schedule jobs, events and triggers to manage business needs.
* Experience in analysis existing Access Control Lists and creating new ACLs.
* Creating transform maps and Import sets for uploading the bulk data through sheets.
* Using Workflow Editor for creation and customization of complex Workflows and custom workflow activities.
* Experience working with Business Rules, Client Scripts, UI Policies, Data Policies, UI Scripts, UI Actions, Script Includes.
* Experience working with email notifications, inbound actions, reports.

# Professional Experience:

* Worked as a **Associate Processes Leader** in **Brane Services Pvt Ltd**, Hyderabad from **March 2023** to **Till now.**

# Educational Qualifications:

* **MBA** from **Andhra University**.

# Technical Skills:

* Primary Skill :ServiceNowDevelopment, Administration.
* Operating Systems: Windows XP/7/8/10.
* ServiceNow Applications: ITSM, Integration
* Tool : ServiceNow, Power BI
* Scripting Language: JavaScript,HTML,CSS,Java

# Projects:

**Project #1**

**Project Name :** TELUS Corp

**Role :** Servicenow Developer & Implementation

**Project Description:**

Telus Communications Inc. is the wholly owned principal subsidiary of Telus Corporation, a Canadian national telecommunications company that provides a wide range of telecommunications products and services including internet access, voice, entertainment, healthcare, video, and IPTV television. TELUS is a dynamic, world-leading communications and information technology company with 15.2 million customer connections ...

Roles and Responsibilities:

* Customizing the forms and lists of **Incident** and **Problem** Management tables.
* Creation of **Incidents** and **Service Requests** for supported applications. First point analysis on tickets and assigning them to service line based on scope.
* Experienced with Web services including RESTAPI integrations with various authentication options/techniques.
* To load the bulk of Data into Service Now by using import sets.
* Involved in associating users to groups, roles and Delegate roles to group member.
* Developed client scripts, business rules, UI policies, UI Actions and catalog client scripts as per business requirement.
* Responsible in Service Catalogs, Catalog categories and Record producers
* Developed record producers to create incidents as per business requirement.
* Created and scheduled reports as per customer needs.
* Created SLAs as per the business requirement and maintained Schedules as per the organization business calendar for different time zones
* Maintained dev instance and prod instance in sync.

**Project #2**

**Project Name :** Bayer pharmaceuticals

**Role :** Servicenow Developer & Administration

**Project Description:**

Bayer AG is a German multinational pharmaceutical and life sciences company and one of the largest pharmaceutical companies in the world. With our products we contribute to the health of people and plants. Here you find an overview of the major Bayer products. Bayer is a global enterprise with core competencies in the Life Science fields of health care and agriculture. Our products and services are designed to benefit people and improve their quality of life. At the same time, we aim to create value through innovation, growth and high earning power.

Roles and Responsibilities:

* Used Glide Scripting for creating UI Action and Business rules.
* Created GROUPS for set of users and used them for approval, assignment, receiving notifications.
* Designed many email templates by using html, jelly scripting, and used them in notifications.
* Used Access Control Rules for securing and providing the right access to right person/role.
* Used Update Sets for moving group of customizations from one instance to another.
* Using SCRUM methodology for the development and for defect tracking.
* Used Notifications to send communication from the system.
* Developed and implemented several modules in custom applications.
* Implemented Data Sources and created transformation maps to import the data into the Service Now from different data sources.
* Used SOAP and REST Web services for integrating Different Instances.
* Responsible for providing analysis of problems and resolutions or fixes for the production issues related to Service Now platform within the Service Level Agreement.
* Created Schedule Jobs to run scripts, to import data by running Scheduled transform map.
* Created scripts like Client Scripts, Business rules, Script Includes, UI scripts and UI Policies.