Name: **Jyotsna Pogaku**

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Contact No: **9087181083**

**Professional Summary:**

* A Qualified IT Professional with 9years of experience with more than 5+ years of experience as a ServiceNow Developer. Also havingstrong knowledge in ITSM applications administration and tech support.
* As a ServiceNow Certified System Administrator, having good experience in end to end ServiceNow implementation and integrations.
* Having good knowledge in leveraging the IT Service Management framework for Incident, Problem, Change, Facilities, HR and Asset Management processes and ServiceNow best practices.
* Hands on experience in obtaining requirements from Business Users and Subject Matter Experts and documenting the Business Requirements.
* Well versed with Scrum and Agile methodology.
* Good knowledge about IT Infrastructure Library (ITIL) standards which are helpful in Development and customization of IT service management applications
* Familiar with different ServiceNow releases Eureka, Fuji and Geneva, Helsinki.
* Loads, manipulates and maintains data between Service Now and other systems.
* Hands on experience in creating Users, roles and User Groups.
* Hands on experience in service workflow with workflow optimization,wireframes and in automation.
* Proficient in creating and working on Business Rules, Script Includes, Client Scripts, UI Policies, UI Pages, Events, Notifications and Surveys.
* Hands on experience on personalizing and creating Forms and Fields
* Configuration and customization of Help Desk, Change/Incident/Problem/Asset Management Modules including: Business Rules, Client Scripts, Dictionary Overrides, UI Policies and UI Actions based on user requirements.
* Hands on experience in workflows, and compliling data from various sources.
* Having Extensive knowledge On-call Scheduling and notify.
* Having Extensive knowledge on Access controls, Security, minor enhancements such as form or workflow editing.
* Hands on experience in creating Approval Rules and Assignment rules.
* Worked with Record Producers, Order Guides and Work Flows in Service Catalog Management.
* Hands on experience in creating Applications, Modules and also Tables including columns.
* Developed solutions using JavaScript, Ajax, mid-server, Web Services REST, SOAP and other web technologies to integrate ServiceNow with internal/ external systems and tools.
* Hands on experience in Java Script, Angular JS, AJAX, CSS, HTML and Bootstrap.
* Good knowledge about IT Infrastructure Library (ITIL) standards which are helpful in Development and customization of IT service management applications.
* Knowledge on RESTful web service integrations.
* Having hands on experience in service portal themes, portals and also widgets.
* Experience in Implementation, customization, Managing the forms for various ITIL process
* Strong work experience on Relational database management systems (RDBMS) Oracle and SQL server.
* Hands on experience in Java Script, Angular JS, AJAX, CSS, HTML and Bootstrap.
* Experience with working on UNIX / LINUX, Windows Operating Systems.
* Design, development, integrations, customizations, testing and maintenance/production support of BMC Remedy ITSM application.
* Handled all aspects of the UI development including designing, testing/debugging, and deploying.
* Experience in Service Management tools such as BMC Remedy, HP SM, and BMC Remedy on Demand.
* Hands on experience in integrating systems using SOAP and REST web services.
* Experience in integrating ServiceNow with other IT systems, implementation of Discovery on remote desktops and developing code for the mid-tier servers.
* Experience working in Software as a Service (SaaS) environment.
* Working experience on Glide Ajax, Glide Record.
* Hands on experience in SCCM connector integration into ServiceNow.
* I have worked extensively in ServiceNow CMDB and BMC Atrium CMDB.
* Good understating of ITSM and ITIL business process.
* Implemented single sign-on using Digested Token, SAML 1.1, SAML 2.0

**Core Competencies**

| **Area** | **Skills** |
| --- | --- |
| Programming Languages | Angular Js, Jelly Script, jQuery, Java, ASP.net, Perl |
| Platforms | ServiceNow, HP Service Manager, SDLC |
| Web **Technologies** | ASP .NET, HTML, CSS, JavaScript, jQuery, Ajax, XML, PHP, JSON |
| Databases | Microsoft SQL Server, Oracle, MySQL |
| Technologies | Agile, Scrum, Design Patterns, ITIL, CSP, MVC, MapReduce, Android, Machine Learning |
| Other Tools | Eclipse, AMDOCS, NRCPMA, Crystal Reports, SQL Developer, Microsoft Visual Studio, MS Office, Client Script/Calling server side, code using Glide Ajax in Client Script |
| ITIL | ITIL, ServiceNow, SCR, ITSM and LDAP |

**Certifications:**

**ServiceNow System Administration**

**ITIL Foundational Certification**

**Professional Experience:**

**Honeywell, NJ July’16 – Till Date**

**Role: Sr. ServiceNow Admin/Developer**

**Responsibilities:**

* Provided analysis, design and development of Service-Now trouble ticketing and incident management systems to support the company's technical operations.
* Participated in process designing sessions and documented ITIL process flows.
* Working with process owners and business stakeholders to translate business requirements into functional requirements within ServiceNow.
* Experience in designing, development and implementation of ServiceNow Platform ITSM application.
* Facilitating and supports the rollout of application updates and new enhancements in service now.
* In-depth knowledge of the technical implementation of Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management, Reporting, Discovery and Integrations.
* Installed AngularJS Plug-in into ServiceNow and developed service portal using the two-way data binding methodology.
* Worked on fixing bugs and doing enhancements for Incident, Problem and Change management and Service Catalog modules.
* Creation of tables within ServiceNow.
* Confirgurated project portfolio management (PPM) module and integrated with salesforce to bring opportunities to ServiceNow.
* Managing data with tables, CMDB import sets Users, Groups and roles.
* Creation of custom reports and designing the dash board.
* Design and implement SLA - Service Level Agreement and the required work flow with Email notifications.
* Making use of powershell and other tools to automate a range of tasks in a OS diverse environment.
* Designed Workflows, along with standard Workflow templates, which can be reused.
* Created notifications based on user requirements and also configured inbound email actions to create incidents or requests.
* Implemented JDBC Export to execute custom SQL queries in the target database based on requirement.
* Create schedules, reports and monitor performance of Service-Now.

**Environment:** Service catalog, Asset Management, Analytics, Incident Management, Problem Management, ITIL, LDAP**,** UI actions, Ajax, Glide Record, Html, Xml, jQuery, Jelly Script, Glide Script,LDAP, CSS.

**TIAA Cref, Charlotte, NC Oct’14 – Jun’16**

**Role: Sr. ServiceNow Admin/Developer**

**Responsibilities:**

* Performed configurations and customizations of ServiceNow applications like Service Catalog, Incident and Change. Involved in working and developing of ServiceNow plugins and customizations.
* Worked on Glide Ajax and Glide Records for scripting and UI actions.
* Maintained and administered the implemented instance of ServiceNow and performed tasks such as Configuring Users, company, site, location and other existing fields, Support Groups, assignment rules, categorizations, CI data, SLA etc.
* Created and Tracked support cases with ServiceNow. Created a lot of client's scripts/UI policies also with a lot of high-level customizations like attaching a custom event and DOM-injection with JQuery and Prototype.
* Worked on CMDB by implementing of IT assests into ServiceNow.
* Worked across IT and other Operations Divisions to design, develop, and implement ServiceNow solutions consistent with customer requirements.
* Contributed to the architecture and technical aspects of the ServiceNow implementation and operation project, independently making project related decisions, provides project status reports to project sponsor.
* By using ALTIRIS maintained existing data migration program with occasional updates and enhancements.
* Working on VMware Realize automation(VRA) and relase Orchestrator(VRO).
* Involved in configuring and maintaining BMC Remedy Foundation Data.
* Performed integrations and process automation using ServiceNow Orchestration.
* Working knowledge on Single Sign on (SSO) and event based integrations.
* Hands-on experience in writing jelly script to create web pages from a high-level page description using templates from the existing library.
* Created Business Rule, UI Action by using Glide Script.
* Customized and also made enhancements in the Project Portfolio Management(PPM) of ServiceNow.
* Worked on LDAP integration to update the users and groups.
* Post rollout production support. Experience of handling bug fixes and enhancement requests.
* Thorough understanding of ITIL/ITSM processes.
* Performed system and integration testing with sample and live data.

**Environment:**Service catalog, Asset Management, Analytics, Incident Management, Problem Management, JavaScript, ITIL**,** UI actions, Ajax, Glide Record, Html, Xml, jQuery, Jelly Script, Glide Script,LDAP.

**Kohler co, Kohler Wisconsin April’13 – Sept’14**

**Role: Sr. ServiceNow Admin/Developer**

**Responsibilities:**

* Assisting client implementing the MSP (Managed Service Provider) instance for Service-Now and Domain separation for Service-Now Instances
* Working with client and functional requirements within Service Now.
* Facilitating rollout of new applications and modules.
* Hands on experience with Helsinki upgrade.
* Assist in the definition of business requirements and provide definitions and updates of system design documentation.
* Hands on experience on personalizing and creating Forms and Fields.
* Designed Workflows, along with standard Workflow templates, which can be reused.
* Supported the team responsible for the implementation and administration of the ServiceNow installation, including managing system configurations, gathered and documented user and process requirements, developed workflow customizations, and performed quality assurance testing and user acceptance testing.
* Implement Service-Now customization including, but not limited to, Client Scripts, UI policies, UI Actions, Script Includes, Business Rules, workflow administration, report setup, and data imports and exports.
* ServiceNow application development; including creation and configuration of Service Catalogs, Email Notifications, Data imports and exports and Reports.
* Worked on CMDB and Asset management. Performed Data migration to import data from other applications and external databases.
* Involved in introducing AngularJS Plugin into ServiceNow and widely used it in creating the front-end view of Portal.
* Experienced in the analysis, development and automation of various ITSM processes including Incident Management, Change Management, Asset Management, Service Request, Configuration Management including setup and configuration of MID Server and Configuration Item Discovery.
* Installed AngularJS Plug-in into ServiceNow and developed service portal using the two-way data binding methodology.
* The service we also provide to clients is a semi managed service for administering their Service desks that has been implemented. This includes various administration tasks within Service desk software.
* Experience in active directory exchange email, windows server powershells and unique system.
* Implementing single sign-on authentication using Digest Token, SAML 1.1 and SAML 2.0.
* Created Buttons and context menus both on form and lists using UI actions.
* Designed many email templates by using html and jelly scripting and used them in notifications.
* Worked with windows team, network team and Asset team to check for the data collected through discovery is accurate.
* Created Data Sources from various external applications, scripts to parse incoming data and transform into ServiceNow.
* Developed reports as per requirements from management.
* Documented all implementations and best practices defined within team.
* Trained Service Desk team and organized meetings to review content and testing efforts for testing in UAT for quarterly releases.
* Created new Business Rules/Script Includes/Client catalog script/Client Script.
* Configured chat functionality for Service Desk ticketing queue.
* Designed global escalation management program that delivered improved SLA’s adherence by 33.5%. Designed a data warehouse and supporting analytics to provide visibility into the performance of this critical business program.
* Created transform maps for importing CMDB data.
* Imported SCCM data into ServiceNow Configuration Management Database using JDBC connection via Mid server
* Updated relevant information with SCCM SQL server database.
* Filtered, Normalized and cleaned up software records using asset intelligence feature in SCCM
* Efficient in using Microsoft SCCM integration 4.1.0 plugin in integrating Microsoft SCCM 2012 starting with Fuji release
* Written script includes and invoked them in business rules and client scripts.
* Imported Active Directory to Service now using data sources.
* Created data sources and loaded the Service-Now tables with different data formats.
* Created transform maps both automatic field mapping and scripting.
* Also, worked on Asset Management and loaded the data into it.
* Integrated Fire eye tool with Service-Now using Email integration i.e. inbound actions scripting.
* Worked on the integration of Service Now with Siebel, integrated Service Catalog and Incident module.
* Used JMS integration to fulfill this requirement, worked on Scheduled Jobs and Mid Server Script Includes to fulfill the requirements.

**Environment**: Service Now (Helsinki), Asset Management, Analytics, Incident Management, Problem Management, Fire eye, HTML, JIRA, Javascript, CSS, CMDB.

**First Republic Bank**, **San Francisco, CA Aug’12 – Feb’13**

**Role: ServiceNow Admin/Developer**

**Responsibilities:**

* Deploy new releases and enhancements into the Service Now live environment.
* Implement ITIL v3 aligned processes in ServiceNow.
* Implement CMDB in ServiceNow.
* Implementation of different modules of ServiceNow as per requirements and ITIL process - Incident Management, Problem Management, Change Management, Asset Management and Service Catalogs. Developing integrations both inbound and outbound. SOAP & REST.
* Establish and interact with CMDB, and manage data with import sets, update sets and transform maps.
* Propose ServiceNow best practices to maintain life cycles of Incident, Management, Problem
* Management, Knowledge Management, User Administration, Configuration and Asset Management.
* Work with business users to identify and refine business requirements and workflows.
* Developed Webservice and REST interfaces both inbound and outbound to SN to address third party application integrations SCOM, HPOO etc.,
* Developing AJAX script includes addressing the platform wide client side scripts.
* Reporting to include data extraction, import/export data, publishing, distribution, cataloging, report scheduling
* Maintain Single Sign-On integration
* Customize forms as per business requirements.
* Create new service catalog requests and items with variables
* Maintain integrity of the multiple instances of Service-Now
* Maintain the integrity of the Service-Now across production and non-production environments.
* Create and use update sets to move customizations between systems
* Search, populate, and customize the knowledge base
* Create an access control rule (ACL)
* Implement ITIL v3 aligned processes in Service-now
* Work closely with the technology, operations and business to gather enhancements and defect fixes in the Service-Now platform.

**Environment:**ServiceNow(Helsinki), Asset Management, Ajax,, ITIL, LDAP**,** UI actions, Ajax, Glide Record, Html, Xml, jQuery, Jelly Script, Glide Script,LDAP.

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**GCOM, India Nov’09 – Dec’11**

**Role: Web Developer**

**Responsibilities:**

* Involved in development, design and implementation of front end part of the application.
* Developed the UI Screens using HTML5, XML, JavaScript, Custom-tags and CSS3.
* Responsible for the overall layout design, color scheme of the web site using HTML5 and CSS3.
* Implemented user interface guidelines and standards throughout the development and maintenance of the website using HTML5, CSS3, JavaScript and JQuery.
* Worked with CSS3 background, CSS3 Layouts, CSS3 positioning, CSS3 text, CSS3 border, CSS3 margin, CSS3 padding, Pseudo elements and CSS3 behaviors.
* Used JQuery to select and manipulate HTML5 elements and also CSS3 manipulation.
* Used JavaScript DOM manipulation and JavaScript event to generate the data result in UI.
* Converted wireframes in templates including creation of brand identity, web site header, menu, information containers, grid styles, navigation, forms, buttons, icons, images, user components and application widgets creation with suitable color schemes.
* Worked with the team of architects and back-end Developers to gather requirements and enhance the application functionality and add new features.
* Wrote test plans and performed unit testing and performance testing.
* Worked with the systems team and Quality assurance team in the process.
* Brought the HTML5 and CSS3 of an existing web site to the latest web standards.

**Environment:**JavaScript, HTML5, CSS3, JQuery, XML, NetBeans, Notepad++, DOM, Windows.

**IBM India Pvt Ltd Aug’07 – Oct’09**

**Role: Change Management Coordinator**

**Responsibilities:**

* Ensure changes managed to a successful conclusion, minimizing business Impact
* As a Change Management coordinator act as a focal point for Service
* Managers, delivery support groups (including Application Support - AMS) for all changes relating to O2 requests or IBM requirements.
* Ensure effective communication of serious issues, account status to SM, and deliver teams.
* Interface with O2 Change Management Team for change related issues, Queries, initial escalations. Monitor and manage change specific notes, IBM Change requests and O2
* Change approval and notifications received in the O2SERV Task ID (e.g. Change Request Forms)
* Obtain an understanding of all the services, platforms, tools and practices used within the O2 infrastructure.
* Ensure all tool specific issues (e.g. new field/codes created, new functionality in CPMA &amp; AMDOCS) related to Change Management are relayed to appropriate parties by acting as a focal point and keeping a good up to date level of understanding of the Tools used.
* Ensure that upgrades, build outs and maintenance is performed with minimal risk or impact to customer availability. As a Change Management coordinator involved in scheduling, reviewing Method of Procedure, impact analysis and approvals. Monitor NRCPMA queues for changes requiring scheduling, approval and closure
* Feedback to Problem Management Team any fixes implemented via Change Management.
* Designed and created SOP (Standard Operating Procedures) and workflow of the process.

**Environment:**AMDOCS, NRCPMA