**Raju K**

# ServiceNow Admin/ Developer

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# Professional Summary:

* Around 9 years of IT Experience with 4+years of experience in Service Now Development, Maintenance, Implementation, Administration and Support.
* Experience in technical implementation of various Service Now modules such as, Incident, Problem, Change Management, Configuration & Asset Management (CMDB).
* Experience in designing, developing, configure, customizing & administrating ITSM suite of applications.
* Experience in activities related to Configuration like Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions and Approval Process.
* Involved in Migration process from Geneva to Helsinki and Helsinki to Istanbul
* Experience in configuring and customizing all aspects of ServiceNow like UI actions, UI policy, Business rules, Data policies, Client scripts.
* Good with Service-Now Content Management System (CMS).
* Proficient in creating Access Control Rules (ACL).
* Good in monitor the ITIL Service delivery via process mapping audits and design the procedure
* Experience in working with Workflows, Import Sets and Update Sets.
* Experience in creating and configuring the SLAs as per the requirement.
* Involved in SAML 1.1 for exchanging authentication and authorization data between security domains.
* Strong expertise in configuring applications using Service Now tool, used in ITIL Management
* Experience in ServiceNow development using JavaScript, Web Services, Web API's and integrations with internal/external systems and tools like LDAP, Stripe, JIRA, MID servers, SSO, BMC Remedy.
* Worked on schedule jobs, events and triggers to manage business needs and created service catalogs and its workflows.
* Involved in Integrating External Web services and SOAP based Web services.
* Customized Scripting on Service Catalog/Email Template/Workflow script.
* Utilized Orchestration to extend workflows to interact with systems and applications outside the ServiceNow instance and automated the process
* Functional knowledge and implementation experience of ITSM frameworks.
* Experience in implementing domain separation in ServiceNow environment.
* Research and deploy new releases and/or enhancements into the ServiceNow environment.
* Experience working with various versions of ServiceNow Eureka, Fuji, Geneva, Helsinki and Istanbul.
* Experience in generating the reports in ServiceNow as per the requirements in ServiceNow.
* Strong experience in web application development using HTML, JavaScript, Java, CSS, Jelly.
* Working experience with relational databases like Oracle, MS SQL Server, My SQL.
* Had experience in working in various process like AGILE and Waterfall methodologies

**Education:**

Bachelors of Engineering in Computer Science from JNTUH

**Technical Skills:**

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| --- | --- |
| **Languages** | C, C++, SQL, XML, HTML, CSS, Java Script, JQuery, AJAX |
| **Versioning Tools** | CVS, GIT |
| **Web Servers** | Web Logic, Web Sphere, Apache Tomcat, JBoss, IIS Server 6.x/7.x, Shell Scripting |
| **IDE Tools** | Eclipse, Net Beans, TOAD |
| **Operating Systems** | Windows XP, 7, 8.1, 10, Linux |
| **ITIL** | ITSM, ITIL, Service Now, CMS, BMC Remedy and LDAP |
| **BI Tools** | Tableau, Splunk |
| **Cloud Technologies** | Amazon Web Services |
| **Databases** | Oracle 8.x/9i/10g/11g, MySQL, SQL Server |

**WORK** **EXPERIENCE:**

# GEHA, Kansas City, MO Mar’2016-TILL DATE

# ServiceNow Developer/ Admin

**Responsibilities:**

* Involved in creation of Service Now Applications, Modules, tables, columns as per requirements.
* Involved in development of Service catalog which includes creating new catalog items, Order guides, designing workflows for Change management.
* Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Involved in creating ACL's as per the client needs.
* Understanding technical and functional design requirements for Service Now, workflow engines. Created workflow and web prototypes.
* Involved in Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog and CMDB in Service Now.
* Involved in creating the Business Rules, Client Scripts, UI Actions and UI Policies.
* Involved in Creating UI Macros and UI Pages.
* Extensively worked with REST, GET and POST using basic HTTP Authentication.
* Worked on Loading, manipulating, and maintaining data between Service-now and other systems. Worked with IT managers to generate views and reports.
* Involved in (SCCM) System Center configuration manager integration is a one direction import of SCCM data in to Configuration Management Database (CMDB)
* Involved in LDAP integration with Service Now for obtaining users and groups
* Created portals for end users with Service Portal is an alternative to the Content Management System (CMS)
* Provide advanced support for Service-Now by troubleshooting a variety of difficult software problems, implementing bug fixes and performing root cause analysis.
* Experience in adding, fixing widget and creating a basic template, you can define more advanced scripts that enable the user to query data from an instance table.
* Worked on integrating Service Now with external SOAP and REST based web Services.
* Involved in the Service Now instance upgrade activities and patch fixes to Service Now instance.
* Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
* Handling the Web responses and Parsing the XML and JSON data to load into tables using XML and JSON parsers in ServiceNow.
* Involved in creating UI Pages, UI Actions, Catalog UI policies, Business rules, Client side scripting and server side scripting.
* Involved in migration between various environments in Service-Now using update sets and import sets.
* Created Automation Framework Test Module to test the Instances.
* Used SAML for exchanging authentication and authorization data between security domains.
* Maintained the Configuration Items and modified the forms and form Sections.
* Worked with reporting in configuring Service Level Agreements (SLA).
* Responsible for the acceptance, identification, storage and withdrawal of all supported CIs.
* Worked on change management module by enhancing the tool to the stakeholders and made it easy to understand.

**Environment:** ServiceNow Helsinki/Instanbul, CSS, HTML/XHTML, JQuery, JSON, JavaScript, XML, Web Services, CMDB, MS SQL Server.

# University of California, Riverside, CA Apr’2015-Mar’2016

# ServiceNow Developer/ Admin

**Responsibilities:**

* Implementation and Administration of ITSM (Incident, Problem and Change) Management Processes, Building Service Catalog, CMDB Maintenance and Custom Application Development in ServiceNow.
* Worked on the functional requirements and client requirements within ServiceNow.
* Facilitating rollout of new applications and modules.
* Design and implement new functionality using Business Rules, UI Policies, and Access Lists etc.
* Service Catalog and Request Workflow Design and Configuration
* Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Created notifications based on user requirements and also configured inbound email actions to create incidents or requests.
* Created Buttons and context menus both on form and lists using UI actions
* Participating in meeting with SME’s and Project Managers to analyze the requirements and developing the workflow design of request items using Agile Methodologies.
* Designed several email templates by using HTML and jelly scripting and used them in notifications
* Worked on Discovery and set up mid servers and check for the connectivity, Became an expert in troubleshooting Discovery tool.
* Worked on Glide Ajax and Glide Records for scripting and UI actions
* Involved in creating users, groups, roles and load the data to service now using import sets on daily, weekly or requirement basis.
* Created and maintained API and data integration processes between ServiceNow and other services.
* Written script includes and invoked them in business rules and client scripts
* Populated data for New Catalog Item, Maintenance of CI (Configuration Items) and workflows in CMDB module.
* Imported Active Directory to ServiceNow using Data Sources.
* Implemented Application from scratch to finish in ServiceNow, with successful deployment to Production environment, and post-production support.
* Created data sources and loaded the Service-Now tables with different data formats
* Created transform maps both automatic field mapping and scripting.
* Worked on Asset Management and loaded the data into it.
* Integrated Fire eye tool with ServiceNow using Email integration i.e. inbound actions scripting.
* Worked on the integration of ServiceNow with Siebel, integrated Service Catalog and Incident module.

**Environment:** ServiceNow Geneva, JavaScript, XML, HTML, CSS, AJAX, Jelly Script.

**ICL Performance Products LP, St. Louis, MO Jan’2013-Mar’2015**

**ServiceNow Developer**

**Responsibilities:**

* Design and engineer solutions leveraging all appropriate components offered by ServiceNow to answer the needs for business workflows, ticketing or other ITSM requirements.
* Utilized Java Script in Business Rules, Client scripts, UI Policies and UI Actions to deliver solutions that automate and audit business processes to customize the instance as per Business needs.
* Worked on Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Access Control Lists etc
* Worked on Prioritizing of Incidents by Impact, Urgency and Priority.
* Technical implementation of various servicenow modules such as change management, Incident management, problem management, service catalog, configuration management.
* Involved in Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, and CMDB in ServiceNow.
* Involved in various upgrade and migration activities. Also, project planning meeting.
* Restricted and Major incident functionalities for user security and urgency.
* Proposed and implemented a generic soap service for use by any catalog item integration with third part tool by mean of easy configurations from client side.
* Configurable SLA implementation in Incident and service catalog management based on user defined parameters.
* Experience in standardization of incident management practices at process, data, reporting and tool level.
* Worked with schedule jobs, events and triggers to manage business needs and handle background work.

**Environment:** ServiceNow Eureka/Fuji, JavaScript, XML, HTML, CSS, XHTML, AJAX.

**USAA, San Antonio, TX Nov’2011-Dec’2012**

**UI Developer**

**Responsibilities:**

* Involved in developing the UI pages using HTML, DHTML, CSS, JavaScript, JSON, JQuery.
* Used JQuery core library functions for the logical implementation part at client side for all the application.
* Debug the application using Firebug to traverse the documents and manipulated the Nodes using DOM and DOM Functions using Firefox and IE Developer Tool bar for IE.
* Involved in developing HTML and JavaScript for client side presentation and, data validation on the client side with in the forms.
* Involved in writing SQL Queries, Stored Procedures.
* Developed Page layouts, Navigation and presented designs and concepts to the clients and the management to review.
* Involved in writing application level code to interact with APIs, Web Services using AJAX, JSON and XML.
* Responsible for checking cross browser compatibility and hence worked on different browsers like safari, Internet explorer, Firefox and Google chrome.
* Involved in writing and modifying Procedure, Queries, Views and Triggers and calling them from JavaScript using the Tempnet Framework.

# Environment: HTML, CSS, JavaScript, JQUERY, AJAX, JSON, XML, Eclipse.

**Global Logic, Hyderabad, India May’2009– Oct’2011**

**SQL Developer**

**Responsibilities:**

* Involved in Optimization and normalization of database and tables
* Created Database objects - Tables, Views, and Functions and developing procedures for implementing application functionality at the database side for performance improvement
* Performed query plans and making sure each and every query is using appropriate useful Indexes.
* Created and Modified T-SQL Stored Procedures/Triggers for validating the integrity.
* Experience in providing Logging, Error handling by using Event Handler, and Custom Logging for SSIS Packages
* Excellent report creation skills using Microsoft Reporting Services (SSRS) with proficiency in using Report Designer as well as Report Builder.
* Extensive experience in multidimensional data modeling, such as star schemas, snowflakes, de-normalized models, handling slow-changing dimensions/attributes
* Analyzed and created Multidimensional Cubes in Facts and Dimension Tables using SSAS
* Scheduled Backups and performed Restore operations for system test data

**Environment:** MS SQL Server Management Studio 2005, T-SQL, MS SQL Server Integration Services (SSIS), MSSQL Server Analysis Services (SSAS), MS SQL Server Reporting Services (SSRS)