**Octavio Lopez**

lopez\_octavio36@gmailsnows.com

**ServiceNow Developer**

**PROFESSIONAL SUMMARY:**

* Over **10+** years of experience as an **IT Professional**, including **5+** years of experience as a **ServiceNow Suite developer** and **Administrator** with extensive experience on Technicalimplementation of various **ServiceNow** Modules.
* **Certified in ITIL V3 Foundation.**
* **Certified Service Now System Administrator.**
* **ServiceNow** Analyst with experience on implementing end-to-end **Service Catalog, Incident Management, Configuration** & **Asset Management, Change Management, Knowledge Management** and **Release Management**
* Involved in managing system configurations, gathering and documenting user and process requirements, developing **workflow** customizations, and performing quality assurance testing, user acceptance testing and third party integration for Service Now platform.
* Excellent hands on Configuration and customization of Help Desk, **Change/Incident/Problem Management** Modules including: **Business Rules, Client Scripts, Dictionary Overrides, UI Policies and UI Actions** based on user requirements.
* Experience developing **ServiceNow** applications from business requirements and technical design documents.
* Experience in creating scripts like **Client Scripts, Catalog Client Scripts, UI scripts and UI** **Policies**.
* Experience in Implementing **Single Sign On** (SSO) using SAML 2.0 with **Windows Active** **Directory** and **LDAP**
* Experience in **Inbound Email Integration** and created **Outbound Email Notifications** using Email Templates.
* Experience in **Client Script/Calling server side code** using **Glide Ajax** in **Client Script.**
* Customized Scripting on **Service Catalog/Email Template/Workflow script.**
* Experience in **Server Script** (Business Rules/Script Include/Service Catalog) and good understanding of Server/Client API.
* Experience on **DISCOVERY** and setting up **MID servers** and populating **CMDB**
* Responsible for configuring and setting up Service-now (ITSM) **Information Technology** **Service Management** application, including the maintenance and support in theimplementation of all modules.
* Designed, documented and tested web services using **C#, .Net** and Visual Studio.
* Tested and implemented applications built using **Python**.

**TECHNICAL SKILLS:**

**Programming Languages :** Core java, J2EE, C/C++, Python

**Operating Systems :** Windows-98/NT/2000, Linux 7, UNIX

**Application Tools :** Netbeans6.9.1, Dreamweaver CS4, Service-Now

(ITSM Tool)

**Languages :** C,SQL, Java, XML, JavaScript, Ajax, HTML, CSS,

Python, C Sharp

**Databases :** Mysql5.0.1, DB2, Oracle11g , Microsoft SQL Server 2005

**Networking :** LDAP, SSO, ITIL, Web Services

**PROFESSIONAL EXPERIENCE:**

**Client: Compass USA, Charlotte, NC**

**Role: ServiceNow Developer/Architect Feb 2016 to present**

**Responsibilities:**

* Worked closely with Business people to gather functional and technical requirements.
* Involved in creating **Technical Design Documents** and **High-Level Definition Documents**.
* Involved in designing the **Architecture** of domain structure and custom modules.
* Involved in **Domain** separation, to hand over different domains to different Clients.
* Created custom tables and extended child tables with domain separation and making sure domain separation will not affect **Database Views**.
* Created **Custom Roles** and custom access using **Custom ACLs,** with **Many to Many**

**Relations (M2M tables).**

* Created Custom Access on form fields using **UI Policies** and **ACLs.**
* Modified **Personalized List Columns** on a list view, based on access.
* Created Domain based List Views.
* Created **Custom Workflow Activity Definition** and custom Action model for workflows.
* Created **UI Page** using **Jelly** which gets triggered by **UI Action** on form.
* Created UI Page to take action on **Workflows**, or to process workflows.
* Developed a **Script Include** to query workflow transition states from **Workflow Transition,** **Executing** and **Context** tables to pass the current and future states of the workflow to the **UI Page**.
* Created **Database Views** for querying tables to improve performance of ServiceNow to end user.
* Queried Database Views to pass required values to **Content Management** screen using
* Created **Service Catalog** which can be requested by a **UI Action** on List View of table.
* Configured **User Criteria** for Knowledge Articles
* Worked on creating and publishing **Knowledge Articles** for the end user.
* Developed **Client Scripts** and **Business Rules** to populate user related values.
* Configured query based Business Rule to filter the data in a table based on user selection from user preference table.
* Developed custom script which redirects to **CMS** page based on access.
* Configured **Email Notifications** and Alerts using events whenever a task gets assigned to a user in a workflow.
* Merged different **Update Sets** for easy handling of Updates
* Developed custom search on different tables, which helps end user to search any value from tables in **CMS** page.
* Filtered data in reference tables using script includes using advanced **Reference Qualifiers**.
* Developed server side and client callable script includes for Data Security.
* Involved in bringing attachments to ServiceNow using **Attachment REST API** from **Pentaho** with PowerShell scripting.
* Configured **Related Lists** on Custom tables.
* Enabled **Multi-Factor Authentication** to give more security for user login.
* Worked with QA team to build unit test cases.

**Environment:** Glide Script, JavaScript, ServiceNow (Geneva, Helsinki) Web Services, Html, CSS.

**Client: Key Bank, Cleveland, OH**

**Role: ServiceNow Developer/Analyst Dec 2014 to Jan 2016**

**Responsibilities:**

* Worked closely with Analyst in understanding the requirements and improving them
* Reviewed documentation of Analyst which includes **Business Requirements Document**
* Create **new service catalog requests** and items with variables
* Developed **UI Appearance** for Service Catalog Requests
* Create, monitor, modify, and publish **service catalog workflows** with approvals
* Designing, configuring and **customizing new applications and modules**. Assisting in troubleshooting patch / release management issues.
* Build **reports, gauges** and **home pages**
* Create and use **update sets** to move customizations between systems
* Search, populate, and customize the **knowledge base**
* Configuration of **Email Notification** and **Alerts** to notify users about specific activities in the system
* Writing **Business Rules, Client scripts, UI Policies** and **UI Actions** to customize the

instance as per Business needs.

* Developed the functionality of versioning of the **Knowledge Management** for the knowledge and knowledge admin role based **users**
* Used **Access Control Rules** for securing and providing the right access to right person/role.
* Worked on **Release management, Incident Management, Change Management.**
* Created several **workflows** and **workflow scripts** using Workflow Editor.
* Used **Notifications** to send communication from the system.
* Monitored system **performance** and provided system statistics and reports to the Business.
* Develops conversion plans and procedures.
* Performed Data migration of **CI Attributes** for **CMDB** using **import sets**
* Managing **CMDB** and **Asset Management**.
* Integrated **ServiceNow** with **LDAP** and enabled Single Sign on
* **Customization** of applications according to business needs.
* Created process documentation for the solutions implemented.
* Involved in development of **Content Management system.**
* Created **groups** for set of users, and used them for approval, assignment, receiving notifications.
* Integrated different back end systems using WebServices like **SOAP** and **REST**
* Worked with **JavaScript, XML** to create front-end and back-end components such as forms, buttons, views, pages, business rules and workflows.
* Developed **Content Management System (CMS)** solutions on ServiceNow.
* Developed Unit test cases for testing of the developed applications.
* Reviewed Testing team test cases, scripts, test plans.

**Environment:** Html, CSS, JavaScript, Glide Script, ServiceNow, Web Services, LDAP, SSO

**Client**: **GalaxE Solutions, Somerset, NJ**

**Role: ServiceNow Developer/Administrator Nov 2013 to Dec 2014**

**Responsibilities:**

* Worked closely with Business Resource, Stake holders, Analysts, different teams in understanding the requirements
* Documented Business Requirements Document, Functional design documents, Process flow diagrams using MS Visio.
* Involved in reviewing the requirements and designing of the workflows in **ServiceNow**
* Maintained **ServiceNow** related documentation in **SharePoint Portal**
* Implemented, documented and maintained the **Service-Now platform** to meet specific business needs **to support ITIL and business processes**.
* **Customized UI Appearance** for Problem and Change Management Application which issimple, intuitive and easy to use.
* Design and Configuration of **workflows** to meet specific business needs to support ITIL and business processes
* Involved in creating and migration of **update sets** between different ServiceNow Instances.
* **Optimized** and **Monitored system performance** and provided system statistics andreports to the Business.
* Customization of **Incident Management** Application.
* Creation of **assignment rules** and **Custom Related Lists.**
* Implemented **Email Notifications** and **Inbound Actions**.
* Created both inbound Scripted Web services and inbound Email Actions to incidents from Emails.
* Development of Service catalog which includes creating new **catalog items**, designing **workflows** and execution plans.
* Involved in working with process owners to develop workflow, implement the workflows in Service Applications and Re-designed workflows using **workflow editor**, reconciled complicated workflows to simpler form.
* Exporting and Importing **tables**, **import sets, workflows**, **update sets** data from one instance to the other.
* Create, monitor, modify, and publish **Service catalog** workflows with approvals and maintain Single Sign-On integration.
* Developed and configured **Business Rules, Script Includes, UI Policies, Catalog Client** **Scripts** and **Client Scripts.**
* Worked on **DISCOVERY** and set up **MIDservers** and check for the connectivity.
* Developed Probes and Sensors in **Discovery**
* Involved in reconciling process of CMDB Data in **Servicenow** with Back end systems

**Environment:** JavaScript, Java, Html, CSS, Glide Script, ServiceNow, Web Services, Discovery

**Client**: **COCA COLA, Atlanta**

**Role: ServiceNow Developer Sep 2012 to Oct 2013**

**Responsibilities:**

* Design, configure and implement ServiceNow components to meet specific business needs to support **ITIL** and business processes
* Utilized **Java Scripting** to deliver solutions that automate and audit business processes using **UI Policy, Client Script, UI Action and Business Rules**.
* Configured **Service Level Agreements** to define SLA from both internal and external providers
* Responsible for **maintaining** and **growing data** held within **ServiceNow** such as our users, locations, configuration items, service catalog items.
* Involved in working on UI configuration for each application in **ServiceNow**
* Development of requirement for integration with different systems using SSO, LDAP, SOAP, REST, Email, Import Sets.
* Converted the Legacy proprietary Service Catalog into a more user friendly **ServiceNow**

**Content Management Module**

* Involved in design, configuration, testing of **workflows** to meet business requirements.
* Configuration of **Email Notification** to alert users on ServiceNow activities, escalations, SLA issues.
* Involved in development activity of **Catalog Items, Ordered Guides**, **Custom Related Lists** ,**Custom Tables, Custom Roles** and **Dictionary fields**
* Involved in creating and testing **Update Set** migration between DEV/QA/Prod environments.
* Created **Business Rules, Script Includes, UI Policies**, **Catalog Client Scripts** , **Client** **Scripts, Scheduled Jobs, Wizard panels** and **Wizard Clients scripts, Content item,** customizing **UI header, Footer**
* Developed and maintained APIs and data integration processes between ServiceNow and other services using SOAP, Rest Protocols.
* Developed **Access Control list** using Scripting
* Documented entire **ServiceNow** development work and uploaded in **SharePoint Portal**

**Environnent :** Html, CSS, JavaScript, Glide Script, Service Now, SharePoint Portal

**Client: Cisco, San Jose, CA**

**Role: ServiceNow Developer** **May 2011 - Aug 2012**

**Responsibilities:**

* Involved in gathering requirements from Client.
* Technical implementation of various **ServiceNow** modules such as **Change Management,**

**Incident Management, Problem Management, Service Catalog, Configuration Management**.

* Implemented best practice of **ServiceNow** Scripting, which enhanced the System performance.
* Implemented Risk Management for the Risk evaluation of the change Request associated with the **Configuration Item**.
* Communicated with end users, identifying their difficulties and changing the applications as per their requirements.
* Involved in resolving Production Support tickets.
* Participating in meeting with SME’s and Project Managers to analyze the requirements and developing the workflow design of request items using Agile Methodologies.
* Invovled in creation of different forms and implemented business logic using **Client Scripts,** **UI policies, UI Pages,Macros**.
* Designed Workflows, along with standard **Workflow templates** which can be reused.
* Planning and coordinating the execution of Implementation with different teams like Business, Stakeholders, Development, Testing, Productin Support and have performed validations for all development activities in **ServiceNow**.
* Configured UI Page and UI Macro using the **Jelly** and **JavaScript**.
* Involved in developing **DISCOVERY** to load configuration information to **CMDB**.
* Developed Integration with System Center Configuration Manager (**SCCM**).
* Involved in **LDAP** integration with ServiceNow for obtaining users and groups.
* Configured end to end process for Knowledge management, and worked on the knowledge Centered Support (**KCS**) plugin.
* Worked on creating users, roles, groups and Configured **LDAP Server** and **LDAP Listener** for updating the user and group table record.
* Worked closely with testing team in devleoping test cases
* Clarified testing team related tickets and closed them.

**Environment:** Html, CSS, JavaScript, Glide Script, ServiceNow, LDAP, SCCM

**Client: CenturyLink, Monroe, LA**

**Role: Java/J2EE Developer Feb 2010 – Apr 2011**

**Responsibilities:**

* Involved in various phases of Software Development Life Cycle (**SDLC**) of the application like analysis, requirement gathering, design and development.
* Developed a prototype of the application and demonstrated to business users to verify the application functionality.
* Implemented server side tasks using Servlets and **XML**.
* Design and coding common utilities to be used in the application like an excel import utility.
* Involved in periodical review of the tasks of all the modules inside **GIS**.
* Configured Hibernate, mapping and creation of mapping using **RAD**.
* Built **SOAP** Web services and developed Action classes, Action Forms and Struts Configuration file to handle required UI actions, JSPs for Views.
* Created and deployed web pages using **HTML**, **JSP**, **JavaScript** and **CSS**.
* Integrated **Single Sign On** for Online Claims application by dynamically generating payload based on the user credentials when they click on a click which directs to the Online Claims application.
* Involved in design and test environments of web services using **C#, .Net** and Visual Studio.
* Tested and implemented applications built using **Python**.
* Responsible for coding **SQL** Statements and Stored procedures for back end communication using **JDBC**.
* Involved in preparing the Documentation of the project to understand the system efficiently.
* Involved in the configuration management using **CVS**.
* Developed Session beans, which encapsulate the **workflow** logic.
* Used JUnit for Unit Testing and Clover for code coverage.
* Designed Use case diagrams, Class diagrams and Sequence diagrams using UML.

**Environment:** JDK1.2, JavaScript, CSS, HTML, DHTML, CVS, XML, Struts, JSP, JBoss Drools Rule Engine,Servlet, JNDI, J2EE, Tomcat, Oracle.

**Client: Well Care, Tampa, FL**

**Role: Java/J2EE Developer Sep 2008 – Jan 2010**

**Responsibilities:**

* Involved in the complete development, testing and maintenance process of the e-commerce application.
* Designing web pages for HTML files that supports **AJAX** component, Rich design time UI to use **AJAX** libraries such as Dojo, jQuery.
* Developed **J2EE** Backing Beans, Action Classes, and Action Mapping and Application facades and hibernate classes to retrieve and submit using the **JSF** Framework.
* Performed system analysis and design using **OOA/OOD** and **UML** diagrams with Rational Rose and Visio.
* Designed and developed a web-based client using **Servlets, JSP, Tag Libraries, Java Script**, **HTML** and **XML** using Spring Framework.
* Design and implement web services.
* Created backend **XML** and Web Services on existing business logic for the new PLUS product to consume
* Wrote **CSS** pages in top down approach.
* Used **XML** parsing techniques for data handling and JavaScript front-end pages.
* Used Hibernate as the **ORM** tool to communicate with the database and developed Persistence layer using Hibernate using stateless session beans incorporating session façade design pattern.
* Involved in coding for the presentation layer using **AJAX, XML, XSLT** and **JavaScript** and worked using **MVC** pattern.
* Involved in writing session beans, message driven beans and hibernate mapping files
* Configured **JMS** and Hibernate on WebLogic Server in Eclipse environment.
* Used **PL/SQL** tables to process huge volume of data and used BULK collect and BULK bind for mass update as performance improvement process.
* Developed scenarios for unit and Integration testing to ensure that all the components working correctly when integrated.
* Used **SOAP** Technology for exchanging the **XML** application using **HTTP**.
* Involved in writing **JavaScripts** for building the web application. Developed **WSDL** for implementing web services. Used **SVN** for version control of the code and configuration files.

**Environment:** JavaScript, CSS, HTML, DHTML, XML, Struts, JSP, JBoss Drools Rule Engine, Servlet,JNDI, J2EE.

**Client: GE Healthcare, Milwaukee, WI**

**Role: Java/Database Developer Mar 2006 – Aug 2008**

**Responsibilities:**

* Responsible to co-ordinate with Project Managers, System Analysts and Architects in design discussions.
* Responsible for Creating design documents based on the design discussions.
* Responsible for producing and consuming the REST as well as **SOAP** based web services.
* Implemented web page layout using struts tiles libraries.
* Responsible for deploying and testing the application in WebLogic and **Oracle** application servers.
* Extensively worked on **EJB3** Session Beans in the business layer.
* Extensively used **EJB3** Entities in Data Layer.
* Worked on **Struts** for developing the framework.
* Worked on **Stax** parser for parsing the **XML** files.
* Worked on Spring's IOC/Dependency Injection for injecting the beans.
* Involved in writing oracle Joins, **PLSQL** stored procedures and functions.
* Involved in fixing the defects and deploying and testing them in dev region.
* Used Web services - **WSDL** and **SOAP** for testing.
* Implemented **JMS** Listeners and Message Driven Beans (**MDB**).
* Developed **JUnit** test cases for all the developed modules.

**Environment**: Java1.8, J2EE, JSP, Spring, Struts, EJB3, JMS, JNDI, Eclipse , Oracle10g, HTML, AJAX,XML, SOAP, REST, Web Services, Stax, ANT, JavaScript, WebLogic Application Server.