PRIYA

Service Now Admin/Developer

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**PROFESSIONAL SUMMARY:**

* A Qualified IT Professional with 8+ years of experience including 5+ years of experience as a Service-Now suite developer and administrator.
* Hands-on Experience in technical implementation of Change Management, Incident Management, Problem Management, Service Catalog, Software Configuration Management, Reporting, Discovery and Integrations
* Expertise on various ServiceNow customizations as per client's requirement.
* Expertise on the Implementation and maintenance of Business Rules, Client Scripts
* Experience in configuring the SLAs for various ITIL processes as per the client requirements
* in change management using Update Sets, Import Sets in ServiceNow
* Expertise in working with the workflows using ServiceNow workflow editor
* Expertise on defining workflows in Service Catalog items, Approvals and Dynamic tasks in ServiceNow
* Expertise in designing, development and implementation of Service Now Platform.
* 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 Service Now.
* Expertise in Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks and demonstrated project management skills and working directly with customers and clients.
* Leveraging knowledge and experience to deliver end-to-end methodologies within Service Now, which includes architecting technical implementation of IT Infrastructure Library (ITIL) processes, organizing and prioritizing development effort, interfacing with vendors and management, and coordinating effort of administrators.
* Worked on integrating Service-Now with third party applications like BMC Remedy, Sales Force, and NetCool.
* Hands on experience with loading data from various data sources like File, JDBC and Web Services using Import Sets and Transform Maps.
* Excellent knowledge in Configuring Email Notifications and Scripting Inbound Email actions.
* Developing JavaScript and configuring Workflows to implement additional features, customizations and enable the process flow.
* Responsible for the ServiceNow tool administration module and creation of new Users, Groups, Roles, IT Services, Application, Access Control Lists (ACL).
* Experience of BMC Remedy ITSM 7.x implementations for large organizations in integrated environments.
* Working experience of various phases of SDLC such as Requirement Analysis, Design, Code Construction and Test.
* Experience with integration components such as SSO, OpenID and OAuth.
* Uploading of Foundation Data using Import Sets and Transform Maps.
* Hands-on Experience in Java​Scripting and web technologies (JAVA Script, XML, HTML, AJAX, CSS, HTTP)
* Worked on integration using SOAP / WSDL.
* Good knowledge in Database (Relational database), ITIL methodology, Scrum and Agile methodology.
* Experience in interacting with the clients, understanding their requirements, providing the sizing and finally developing customer facing portals and applications
* Participated in workshops with ServiceNow partner teams to help companies implement Service Now using best practices in ITSM.
* Enthusiastic and flexible with strong organization and communication skills.
* Excellent written and verbal skill and can adapt easily to multicultural environments.
* Analytical and detail-oriented problem solver with strong work ethic.

TECHNICAL SKILLSET

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| --- | --- |
| ITSM Tools | ServiceNow Berlin/Calgary/Dublin/Eureka/Fuji/Helsinki, BMC Remedy |
| Programming Languages | Java, HTML, XML, JavaScript, SQL |
| Frameworks | JSP, Servlets, Struts, Spring, Hibernate, JNDI, JMS |
| Ticketing Tools | ServiceNow(Service Catalog Configuration, Incident Management, Problem Management, Change Management, Knowledge Management, Access Management) |
| Scripting Libraries | JQuery, Java Script, Apache Jelly, Angular, Knockout |
| Application Servers | IIS 6, Apache Tomcat, Weblogic |
| Databases | SQL Server 2012, Oracle 11g |
| Web Technologies | HTML 5, CSS, ASP.NET, Web Services, WCF, MVC, REST Web API |

**PROFESSIONAL EXPERIENCE:**

**Client: Comcast, Englewood, CO Jan 2016-Till Date**

**Role: ServiceNow Consultant (Developer & Admin)**

**Responsibilities:**

* Participate in the full SDLC Requirements gathering, analysis, design and coding, testing, training and operational support.
* Participated in ServiceNow Instance Upgrade from Fuji to Helsinki.
* Responsible in developing Business Rules and Client Scripts based on the requirements.
* Software configuration/ customization including UI customization, workflow administration, data imports, custom scripting, implementing new functionality, homepage customization.
* Development of requirement integration components (SSO, LDAP, SOAP).
* Extensively Implemented ServiceNow process of implementation for Incident Management, Problem Management, Change Management, Asset Management, Service Request Management (Service-Catalog).
* Working on the Systems Requirement Specification (SRS) including problem analysis and system definition models
* Worked on DISCOVERY and set up mid servers and check for the connectivity, became an expert in troubleshooting Discovery tool.
* Implemented LDAP integration to load users from Microsoft Active Directory into Service Now.
* Extensively used GlideAjax in Client Scripts to call Server Side Script Includes.
* Created new Configuration items and defined relationships in addition to OOB configuration items.
* Having hands-on Experience on the discovery tools like ‘ServiceWatch’, ‘ServiceNowDiscovery
* Configured Service Now Discovery Tool to load configuration items into Service Now.
* Created Asset Models and Asset Categories to map configuration items to Assets in Asset Management.
* Designed Orchestration Workflow for AD and Email Exchange
* Extensively worked with Events and Notifications.
* Expanded discovery platform to include custom application fingerprinting and dependency mapping utilizing SCCM on Wintel platform.
* Developed various workflows for Catalog Items and Change Management Process.
* Worked with Orchestration to automate New Hire process to create AD account, Email Account and other application access.
* Designed a company-wide service catalog that offers a collection of services
* Involved in customization of UI for a knowledge base
* Created and Consumed REST Web Services.
* Designed many email templates by using html and jelly scripting and used them in notifications
* Created new Business Rules/Script Includes/Client catalog script/Client Script.
* Created transform maps for importing CMDB data.
* Worked on offshore team and can understand encryption/decryption methodologies.
* Created Buttons and context menus both on form and lists using UI actions
* Written script includes and invoked them in business rules and client scripts
* Imported many CI’s using import set tables
* Imported Active Directory to Service now using data sources.
* Excellent knowledge in Configuring Email Notifications and Scripting Inbound Email actions.
* Experience with integration components such as SSO, OpenID and OAuth.
* Uploading of Foundation Data using Import Sets and Transform Maps.
* Responsible for the ServiceNow tool administration module and creation of new Users, Groups, Roles, IT Services, Application, Access Control Lists (ACL).
* Experience of BMC Remedy ITSM 7.x implementations for large organizations in integrated environments.
* Transferred data from safety center page modules to backend by invoking RESTFUL Services.
* Experience in implementing REST web services including Oath authentication model and Custom Processors. Letting support users communicate with the end-users using live chat and remote support.
* Used AJAX, JSON to send request to the server to check the functionality of the website.
* Involved in development of JSON database for dynamic menu management using DHTML, JQUERY, and JavaScript.
* Used AJAX, JSON to send request to the server to check the functionality of the website.
* Monitored ITIL workflows for the verification of completed CMDB component maintenance procedures.
* Re-designed workflows using workflow editor, Reconciled complicated workflows to simpler form.
* LDAP, Initial Data Loads, Import Sets, automated integrations and address exceptions.
* Establish and interact with the CMDB (configuration management database), and manage data with import sets, update sets and transform maps.

**Environment:** Service – Now Helsinki, HP Quality Center, CSS, HTML, JIRA, CMDB, Confluence, MS SQL server 2008

**Client: Qwinix Technologies, Centennial, CO Nov 2013 – Dec 2015  
Role:- ServiceNow Developer/Admin**

**Responsibilities:**

* Created transform maps for importing CMDB data.
* Worked on offshore team and can understand encryption/decryption methodologies.
* Created Buttons and context menus both on form and lists using UI actions
* Written script includes and invoked them in business rules and client scripts
* Imported many CI’s using import set tables
* Imported Active Directory to Service now using data sources.
* Excellent knowledge in Configuring Email Notifications and Scripting Inbound Email actions.
* Experience with integration components such as SSO, OpenID and OAuth.
* Uploading of Foundation Data using Import Sets and Transform Maps.
* Responsible for the ServiceNow tool administration module and creation of new Users, Groups, Roles, IT Services, Application, Access Control Lists (ACL).
* Participate in the full SDLC Requirements gathering, analysis, design and coding, testing, training and operational support.
* Responsible in developing Business Rules and Client Scripts based on the requirements.
* Software configuration/ customization including UI customization, workflow administration, data imports, custom scripting, implementing new functionality, homepage customization.
* Development of requirement integration components (SSO, LDAP, SOAP).
* Extensively Implemented ServiceNow process of implementation for Incident Management, Problem Management, Change Management, Asset Management, Service Request Management (Service-Catalog).
* Working on the Systems Requirement Specification (SRS) including problem analysis and system definition models
* Worked on DISCOVERY and set up mid servers and check for the connectivity, became an expert in troubleshooting Discovery tool.
* Implemented LDAP integration to load users from Microsoft Active Directory into Service Now.
* Extensively used GlideAjax in Client Scripts to call Server Side Script Includes.
* Created new Configuration items and defined relationships in addition to OOB configuration items.
* Having hands-on Experience on the discovery tools like ‘ServiceWatch’, ‘ServiceNowDiscovery
* Configured Service Now Discovery Tool to load configuration items into Service Now.
* Created Asset Models and Asset Categories to map configuration items to Assets in Asset Management.
* Designed many email templates by using html and jelly scripting and used them in notifications
* Created new Business Rules/Script Includes/Client catalog script/Client Script.
* Experience of BMC Remedy ITSM 7.x implementations for large organizations in integrated environments.
* Transferred data from safety center page modules to backend by invoking RESTFUL Services.
* Experience in implementing REST web services including Oath authentication model and Custom Processors. Letting support users communicate with the end-users using live chat and remote support.
* Used AJAX, JSON to send request to the server to check the functionality of the website.
* Involved in development of JSON database for dynamic menu management using DHTML, JQUERY, and JavaScript.

**Environment:** Service-Now, Crystal reports 2008/9.x, Netcool, CSS, HTML, Web Services, CMDB, BIRT 2.5.1, MS SQL server 2008

**Client: Valuelabs, India March 2012- Oct 2013**

**Role: ServiceNow Developer/Admin**

**Responsibilities:**

* In compliance with enterprise architecture developed and maintained the application architecture for business functional areas.
* Worked on modules such as knowledge base, CMDB & ITSM.
* Worked on Incident management and change management modules as per the requirement.
* Maintaining Communication with Business Clients and been the first point of contact for application issues and outages between Business and Technology Team.
* Creation of Incidents and Service Requests for the supported applications, first point analysis on tickets and assigning them to L2/L3 other service lines based on the scope.
* Incident tracking from Opening to Closure, with timely communication to business.
* Designed and implemented Service-now Integration solution with Emails, SMS and Alerts.
* Created Service now suite configuration in service now fulfillment, service catalog, Dash board.
* Developed code in mid-tier server integrating service now.
* Developed internal communicating medium by Configuring chat functionality for Service Desk ticketing queue
* Responsible for gathering requirements and customizing Business Service Catalogs for Kaiser Permanente organization from the scratch.
* Created various reports and scheduled report generation using Pie, Bar, Calendar and List Charts.
* Preparing Implementation Plan for every release in ServiceNow and provide Walkthrough to the entire team to execute the steps.
* Manage ITIL Processes monitoring overall system performance using the System Performance and System Diagnostic dashboards
* Created and Maintained foundation data - User Accounts, Approvers, Support Groups, Sites, Production Categorizations, and Templates.
* Involved in providing the design solution, technical methodologies and processes solution to meet the customer requirements.
* Created Procedure guidelines used in supporting Technology and Application issues.
* Use business analysis skills to directly interface with customers to design and build applications that meet business goals and objectives.
* Responsible for preparing design level, Program-level and user-level documentation.
* Refract existing project to make it more RESTful and thread-safe.
* Worked on integration using SOAP / WSDL / RESTFUL.
* Developed RESTFUL and SOAP based Web Services to integrate the ECM(Enterprise Content Management Storage of related appeals attachments and letters) application
* Creating the UI pages to use them in catalog items, Implemented using UI scripts.
* Worked with Record Producers, Order Guides , Work Flows and Orchestration in Service Catalog Management
* Service Catalog design and workflow design based on the approval and fulfillment process.
* Exposure to new plugins like incident alert management, Orchestration and structured problem analysis
* Creates Workflow activities and approvals. Implement new workflows that use a variety of activities to understand how records are generated from workflows.
* Wrote business rules to avoid empty configuration items to be stored in CMDB after discovery tool runs a scheduled job.

**Environment:** ServiceNow Berlin/Calgary, Windows10, Oracle 11g, WINSCP, SQL\*Plus, Javascript.

**Client: Neudesic, Hyderabad, India Jan 2011 – Feb 2012**

**Role: Software Engineer**

**Responsibilities:**

* Maintained the Configuration Items and modified the forms and form Sections.
* Worked on Configuring the IP Addresses to help find out the undiscovered CI's into CMDB.
* Integrated Service-Now with a third party to store all the credentials to avoid breaching up of credentials.
* Worked on Agile method environment and implemented the changes required by the business owners on a regular basis.
* Supported the team with improvising the Discovery tool and the configuring the CI's.
* Created Dash boards on requirement.
* Reported inconsistency of form fields and maintenance of CMDB CI's.
* Planning and coordinating the execution of Implementation along with Technical/Business validations post every Maintenance/Major release in ServiceNow.
* Implementation of Software and Change Management, ServiceNow Change Management.
* Manage ITIL Processes monitoring overall system performance using the System Performance and System Diagnostic dashboards.
* Integrating ServiceNow with other systems and customization.
* Managing ServiceNow (Change Management) ITIL Automate and standardize business processes for all Go-Lives. Consolidating all global IT to a single system of record.
* Involved in daily, weekly and monthly meetings with client on the work progress and discussions on the upcoming work
* Created complex work flows for both standard and nonstandard catalog items.
* Installed and Configured MID Server in a Cluster.
* Created Scheduled Imports to load User data into ServiceNow using Import Sets and Transform Maps.
* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in ServiceNow
* Created and secured reports Using List, Bar and Pie charts.
* Migrated code between environments using Update Sets.
* Integrated Fire eye tool with Service-Now using Email integration i.e. inbound actions scripting.
* Designed many email templates by using html and jelly scripting and used them in notifications.

**Environment:** ServiceNow Berlin, Business Objects XI R2, Oracle 10g, SQL Server 2005, UNIX

**Client: Hyundai, Hyderabad, India Sep 2008 – Dec2010**

**Role: Junior Developer**

**Responsibilities:**

* Creating DDL statements like Create, Delete, Drop using Oracle 9i, 10G SQL.
* Writing complex Queries in Toad, SQL Developer to pull data form databases for data analysis.
* Creating Web pages using HTML, CSS, J2EE, JSP and Servlets.
* Application Development using Java and J2EE.
* Scripting using JavaScript to make the pages display dynamic results.
* Creating Packages, Procedures and Functions in Oracle using PL/SQL.
* Developed Triggers and Automated jobs for scheduled data loads.
* Working with clients in requirements gathering, Documentation of data elements and Analysis.
* Creating database scripts for creating necessary objects in MySQL, Oracle database.
* Preparing and execution of Test cases and interacting with users for UAT.
* Pulling the data from OLAP systems and preparing reports in MS Excel and MS Access.
* Preparing necessary documentation for all stages including Requirements, Test case results, Pre-Production and Post-Production release notes.

**Environment:** HTML, CSS, JavaScript, XML, Oracle 10g, SQL, PL/SQL, MySQL, Toad, SQL Developer