***Niharika . V***

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**SUMMARY**

* Over 8 years of Experience in IT industry with over 4 years of experience in **Service-Now** platform as both Developer and Administrator*.*
* Functional knowledge and implementation experience of **IT Service Management** (ITSM) frameworks and demonstrated project management skills and experience working directly with Customers and Clients.
* Experienced in all phases of **Software Development Life Cycle** (SDLC), **quality management** systems and project life cycle processes.
* In-depth knowledge of the technical implementation of, **Incident Management, Problem Management**, **Change Management, Asset Management**, **Configuration Management,** **Service Catalog**, ,**Reporting**, **Discovery** and **Integrations.**
* Good understanding of **IT Help Desk** and **service management** along with good understanding of the **ITIL**.
* Worked with **Record Producers**, **Order Guides**, **Work Flows** and **Orchestration** in Service Catalog Management.
* Extensive experience in working with **User Management** including Users, Groups, Roles and Access Control Lists (ACL).
* Developed **Business Rules,** **Client Scripts**, **Catalog Client Scripts**, **UI actions** and **UI Policies**.
* Migrated code between environments using **Update Sets**. Knowledge on Merging Update sets and Retrieving Completed Update Sets using Update Sources.
* Excellent knowledge in Configuring **Email Notifications** and Scripting **Inbound Email actions**.
* Implemented **UAT activities** in coordination with business units and prepared and maintained process and system based **documentation**.
* Prepared **workflows** and **web prototypes** for multiple technical solutions.
* Worked on Various Web Services Integrations using **SOAP** and **REST**.
* Worked on **Table API** to perform **CRUD operations** on existing tables.
* Provided a **REST interface** for import set tables.
* Service-Now Administration and Production support including maintenance of lower life cycle instances. .
* Performed several Integrations like **LDAP, SSO, JIRA POC**, and **Remedy**.
* Strong understanding of **cloud technologies**, **web applications**, **networks**, **protocols** and **email (SMTP, POP3).**
* Had extensive experience in **Service Reporting** and **Data Analytics Module**.
* Experience in Creating **Content Pages** and **UI Macros** using **Jelly Scripting**.
* Working Knowledge in using **Java, J2EE, JNDI, Web Services, JSP, Java Beans, Servlets.**
* Designed and developed web pages using **JSP** and **HTML** to verify information on accounts loaded during testing.
* Extensive knowledge on writing light weight Node.js express server and using technologies like **AJAX, JavaScript** and **JSON** to establish connections between server and databases.
* Extensive knowledge of Front End Technologies: **JSP, HTML, JSTL, JQuery, DHTML, JavaScript , JSON, AJAX and CSS, XML.**
* Good understanding of programming language fundamentals and Ability to learn code and debug programming languages quickly.
* An effective communicator with excellent relationship building & interpersonal skills.
* Strong Problem solving & organizational abilities. Good in leading, mentoring, coaching, and motivating team to deliver the best result.

**TECHNICAL SKILLS**

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| --- | --- |
| **ITSM tools** | Service Now, BMC Remedy. |
| **Programming languages**  **Technologies** | C,C++,Java,SQL, Java JDK 1.6, Collections, Multithreading, Exception Handling, Files and Streams, JDBC  J2EE Servlets, Ajax, JQuery, SOAP, REST, XML, HTML5, CSS, Javascript, JSON, Angular JS. |
| **Software Methodologies** | SDLC, Waterfall, Agile, Scrum. |
| **Web/Application Servers** | IBM Web Sphere 6.x, Web Logic 10, Apache Tomcat. |
| **Databases** | Oracle 9i/10g, MS SQL, PL/SQL, MS Access, MySQL. |
| **Tools and Packages** | MS Office, Dreamweaver. |

**CERTIFICATION**

* Certified Service Now Administrator

**EDUCATION**

* Bachelor’s in Engineering from JNTU, Hyderabad, INDIA.

**PROFESSIONAL SKILLS**

**Capgemini, Miami, FL Jan'2017 to present**

***Service Now Developer***

**Project Description:** Capgemini specializes in providing quality Service Now product and solutions to the customers. The project involves providing Service Now implementation from scratch to the end client Carnival Corporation and PLC due to their transitioning to Service Now. My prime responsibility is to co-ordinate with the SLA team to set up contractual Compliance reporting which reports and tracks the performance of Capgemini employees response. Apart from SLA and reporting I was also involved in implementation of various modules such as Incident Management, Knowledge Management, Service Catalog, Problem Management and Managed Docs.

**Responsibilities:**

* Worked on the modules **Incident Management, Knowledge Management, Service Catalog, Problem Management, Managed Docs and GRC.**
* Customized the Service Portal **Knowledge Base** to have print functionality and experience in customizing widgets.
* Configured **Managed Docs** module that acts as a repository to maintain different documents within the organization.
* Worked on configuring complex contractual **Service Level Agreements** between Capgemini and Carnival that calculates the performance on the operating unit level.
* Created customized reports to support contract requirements and created **Scheduled Jobs** to update the data in reports on a monthly basis.
* Extensive experience in **Performance Analytics and Reporting** module, used metrics to calculate the SLA measurement and capture progress.
* Worked on Client scripts, Business rules, Access Controls, UI policies and data policies using javascript.
* Re-designed **Workflows** using workflow editor for the modules Managed Docs, Knowledge Articles and reconciled complicated workflows to simpler form.
* Worked on configuring the catalog variables and created different catalog items that have different functionalities.
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, CSS, HTML5.
* Created **Email Notifications** for various modules like requested items, catalog tasks, Managed Docs by triggering events or approvals. Approval notifications and alerts to a specific group or a set of users.
* Actively involved in customizing the knowledge module, customized the knowledge submission workflow and form to meet the client requirements.
* Provided security to the Knowledge module and configured **Access Controls** and permissions for different knowledge articles.
* Worked on **Test Management** module customization for internal UAT for Capgemini employees.
* Provided solutions and workarounds to complex requirements.
* Experience in migrating between various environments in Service Now using Update sets.
* Research and deploy new releases and/or enhancements into the Service Now environment.
* Strong team player, ability to work independently and in a team as well, ability to adapt to a rapidly changing environment, commitment towards learning, Possess excellent communication, project management, documentation, interpersonal skills.
* Imported Active Directory to Service Now using data sources.
* Worked on writing **REST and SOAP API** calls for various workflows within Service Now.

**Environment:** Service-Now(Geneva & Helsinki), Incident Management, Problem Management, Knowledge Management, Managed Documents, Test Management, Service Catalog, Performance Analytics.

**Infinite Computer Solutions, Rockville, MD Mar'2016 to Jan'2017**

***Service Now Developer***

**Project Description:** Infinite Computer Solutions is specialized in providing custom IT based process solutions, mobility services and product engineer services. The project includes implementation, requirements gathering, configuring different modules and data sources. I was majorly involved in configuring Data sources, Import sets, transform maps, integrating with LDAP, SOAP and REST web services, creation of new applications and modules, email notifications and workflows. And also I have moved the changes in the instance using update sets to Production instance.

**Responsibilities:**

* Interacted with business community and gathered requirements based on changing needs and also experienced in documenting user and process requests.
* Configured custom applications and modules as per requirements.
* Upgraded from Geneva to **Helsinki**.
* Developed and configured **Business Rules**, **Script Includes**, **UI Policies**, **Catalog Client Scripts** and **Client Scripts**, etc., using JavaScript coding for Customizing different requirements.
* Extensively used **GlideAjax** in Client Scripts to call Server Side Script Includes.
* Created Record Producers to create incidents for emergency Service requests and creation of Change requests.
* Created custom Tables, Fields and configured field level, table level **Access Controls**.
* Configured **Data Sources**, **Import Sets**, **Transform Maps,** performed Data migration to import data from other applications and external databases.
* Designed and modified workflows, SLAs, OLAs, notifications and reports based on the requirement.
* Configuration of **Email Notification** and Alerts to notify users about specific activities in the system using events.
* Captured all the Technical Components in the **Update sets** and migrated the changes to QA, Production instances.
* Worked closely with the Data Architect for data integrations and migration of data.
* Additional experience with Performance Analytics module and reporting for the same.
* Built reports, gauges, and home pages for ITIL users and end users.
* Involved in implementing the Project Portfolio Management Module and also HR Case Management.
* Integrated Service Now with **LDAP** for secured authenticationand external **SOAP** and **REST** based web services.
* Followed the **SDLC** process to develop and deploy the code in development to production environments.
* Actively involved in developing new **Service Catalog** items.
* Experience in troubleshooting and fixing bugs in modules like incident, problem and change.
* Established and maintained effective communications with customers and vendors about services.
* Experience in working with the internal portal for accessing all the business services by using Content Management Application in Service Now.
* Performed Self/Peer Reviews after Implementation to maintain Quality and Reliability in the code.
* Experience in use case analysis, requirement analysis and business process analysis.
* Prepared Deployment checklist and Test case document preparation for each deployment.

**Environment:** Service-Now(Geneva & Helsinki), Asset Management, Incident Management, Change Management, Problem Management, CMDB, HTML, Java script, MS SQL server.

**Badger Sport, Statesville, NC Jan'15 to Mar'16**

***Service Now Developer***

**Project Description:** The project involves design, development and maintenance of databases. I have been part of development and enhancements for the same. As a Service-Now consultant, I am responsible for Configuration, Customization, Integration with External Services, Administration Service-Now processes (User management / Group management), Functions, Service Catalog, instance cloning and scheduling.

**Responsibilities:**

* Worked on **Incident**, **Problem**, **Change**, **HR**, **Facilities** and **Service Catalog** modules.
* Responsible for maintaining the release documents to move the update sets between different instances.
* Involved in creating/modifying groups and maintaining the groups**.**
* Developed preparation of systems, test criteria and control for upgrades, error correction and new functionalities.
* Hands on experience with **Client Scripts**/**Business Rules**/Scheduled Jobs for Incident analysis.
* Experienced with **UI Actions**/ **UI Policy**/ **Access Control Lists** /**Email Notifications** for Incident analysis.
* Regular interaction with the Process Owners and other Support teams for Incident resolution with in agreed **SLA**.
* Regularly monitored the instances administration to make sure that all the instances are in sync with each other.
* Administered HI Service-Now account for scheduling **Cloning** activities which include post cloning and pre cloning activities and applying patches for the Service-Now instances.
* Raising ticket with Vendor while facing major issues like instance down and Performance issues.
* Experienced in scheduling daily calls and generating Reports regarding various incidents resolved.
* Developed and improved user systems, procedures and prepared system documentation.
* Assisted and provided guidance during the implementation of **ServiceWatch** and additional Service-Now modules.
* First point analysis on tickets and assigned them in line based on the scope.
* Actively involved in configuring and developing the **Service Catalog items** and categories based on requirement.
* Designed email templates by using **HTML** and **Jelly scripting** and used them in notifications.
* Experience in workflow editor to design workflow for various modules, triggering various events, creating and publishing workflows.
* Worked on configuring the **Discovery** Schedules and worked on Discovery.
* Experienced in integrating with the **MID Server** for ensuring a secured connectivity.
* Configured and developed Reports and Dashboard.
* Customer Complaints Response & Resolution.

**Environment:** Service-Now(Fuji), ServiceWatch, Incident Management, Problem Management, Change Management, Service Catalog Management.

**MetLife, Raleigh, NC Feb'14 -- Dec'15**

***Service Now Admin***

**Project Description:** The client is one of the leading insurance companies in the United States. I was an integral part in the implementation of incident, change management and problem

which also involved creating Service Catalog, Service Level Agreements, Catalog requests, Inbound Email integrations, Access level controls for tables, forms, modules.

**Responsibilities:**

* Created new Business Rules/Script Includes/Client catalog scripts/Client Scripts.
* Managed SLA definitions for different Service Groups and scheduled SLAs as per scope of tickets in Service-Now.
* Experience in using ITIL practices to implement Service Now applications.
* Created Catalog Requests and Record Producers to ensure proper requests to the end user.
* Maintained the product catalog to import the configuration item records.
* Created custom Notifications for Incident/Change/Catalog Request whenever required.
* Performed Import Export of data sets from Dev to other environments.
* Designed custom tables and applications based on business needs.
* Created Inbound Email Integrations .
* Created email notifications that are triggered when an event is fired.
* Configured UI Actions and UI Policies.
* Created custom UI Macros for formatting several forms and catalog variables.
* Developed database views for custom reporting.
* Configured chat functionality for Service Desk ticketing queue.
* Created transform maps for importing CMDB data.
* Performed Service Catalog/Change/Incident/Service Level Management Implementation.
* Created ACL's for tables/forms/modules and managed user/group roles.
* Imported data using transform maps on weekly bases to manage the CI, Location, Asset data.
* Conducted review meetings with business users and QA team for the design and documentation.
* Customized forms and lists of Incident and Problem Management in Service Now.
* Involved in Installation and configuration of MID Servers on remote desktop and conducted tests required for Discovery.
* Actively involved in troubleshooting and provided with knowledge to the team.
* Coordinated installation of Service-Now upgrades which include patch fixes.
* Developed and managed the preparation of systems, new functionality, error correction and debugging.
* Experienced in analysis and development of various ITSM processes.

Environment: Service-Now, MS Project, CMDB, Incident Management, Problem Management, Change Management.

Wells Fargo, Tampa, FL May'12 -- Feb'14

*Service Now Admin/Developer*

Project Description: There was an essential need in Asset Management and improving the appearance of Service catalog. During the course of this project as a Service Now Developer I was actively involved in developing client scripts to call server side scripts, configuring UI appearance for service catalog and forms, creating Asset models. I was also intervened in configuring Knowledge management and integrating with MID Server and REST web services.

**Responsibilities:**

* Created new **Service catalog requests** and items with variables and variable sets.
* Developed UI Appearance for Service Catalog Requests .
* Involved in Designing, Development and Implementation of CMS (Content Management System) Web Site.
* Configured Access level controls to ensure access restriction to various modules based on confidentiality.
* Integrated with **BMC Remedy** and **HP Service Manager** using SOAP Messages and Scripted WebServices.
* Configured HR Service Management, Project Portfolio Management (PPM), Incident and Knowledge Management, and Web Services Integration.
* Installed and Configured **MID Server** in clustered environment.
* Implemented Single Sign On (SSO) using SAML 2.0 by uploading and configuring X509 Certificates into Cert Store.
* Implemented **LDAP** integration to load users from Microsoft Active Directory into Service-Now.
* Have used **GlideAjax** in Client Scripts to call Server Side Script Includes.
* Created Asset Models and Asset Categories to map configuration items to Assets in **Asset Management**.
* Extensively worked with **Events** and **Notifications**.
* 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.**
* Created customized login pages, search pages with drop down list in search bar.
* Configured and retrieved the service catalog items from the databases for user friendly in new CMS UI pages.
* Involved in designing, development of Home Page, Place Order for Service Catalog, Knowledge base, Create a Service ticket, Schedule a call from the service desk and schedule a time for solving the issues with one to one personally.
* Involved in writing of **JavaScript**, **Jelly Script**, and **JQuery**.
* Actively involved in daily Scrum meetings.
* Created, monitored, modified, and published service catalog workflows with approvals.
* Designed, configured and customized new applications and modules. Assisting in troubleshooting patch / release management issues.
* Build reports, gauges, and home pages.
* Created and used **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.
* Worked on creating Business Rules, Client scripts, UI Policies and UI Actions to customize the instance as per Business needs.

**Environment:** Service Now, JavaScript, HTML, CSS, CMDB, CMS.

**Impetus Solutions, Hyderabad, India Aug'08 -- Feb'12**

***Java Developer***

**Responsibilities:**

* Gathered specifications from the requirements.
* Developed **Use Cases**, sequence and activity diagrams in **UML** using Visio.
* Implemented asynchronous multi-thread processing of files (Java Message Service, Message Driven Beans, PL/SQL, and Triggers).
* **CORBA** server was used for communication with client.
* Used Java Connector Architecture for reading files.
* Developed entity beans for storing the persistence data.
* **JBuilder** was used as the IDE.
* Used JSP and HTML to design the web pages to verify information on accounts loaded for testing purpose.
* Implemented spring-hibernate as Data Access Layer.
* Developed session, entity beans and message driven beans.
* Developed or maintaining a production-level cloud-based architecture AWS.
* Extensively used the JSON objects with AJAX for UI displays.
* Designed and Developed and implemented document transformation applications using XML spy tool.
* Worked on performance tuning of SQL queries to improve the performance.
* Used Harvest for configuration management.
* Designed REST middleware to connect Android UI with existing back end layer.
* Experienced in designing use case diagrams, Class Diagrams and Sequence diagrams using Rational Rose.
* Designed the data flow for client-side screens and the object interaction layer for the server side components.
* Used database development environments like **TOAD** to access and modify the local database.
* Participated in Unit, Integration, System, Stress testing.
* Developed **JUnit** test cases for testing the functionality of the code.

**Environment:** Java (JDK 1.4), EJB 2.0, JDBC, Servlet, JSP, MQSeries, JBuilder, JNDI, JMS, Java, Unix, BEA Weblogic 8.1, Oracle 9i, UML, TOAD, HTML, XML, SQL, PL/SQL, CA Harvest 5 Client, JUnit.

Note: References on request