**VARA PRASAD **  

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**Service-NOW System Engineer ⦁ Service-NOW Tool ⦁ ITSM ⦁ ITIL ⦁ Administration ⦁ Development ⦁ Consulting**

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|  | **Professional Outlook** |  |

**Areas of Exposure**

Incident Management Problem Management Change management

Knowledge Management Service Request Management Configuration Management [CMDB]

Form Layouts and List Layouts Applications and Modules Tables and Modules

Tickets and Raising Requests UI Policies Notifications

List Control and Calculations Data Exportation Update sets – Imports & Exports

Scheduling Jobs Access Controls User Roles and Groups

View Rules Business Rules Client Scripts

UI Actions Script Includes Bar & Pie Charts, List Reports, Pivot Tables

Integration Scheduling Reports Workflows

Approvals using Workflows Catalog Items using Variables & Sets Catalog Client Script and Catalog UI Policies

Dynamic Approvals Requirements Elicitation Manuals Creation

High Level Design Use case Design Enterprise Architect Tool

Coordination & Liaison Facilities Management Executive Leadership

Statutory Compliance Event Management Organizational Development

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|  | **Professional Summary** |  |

* A Senior ServiceNow Consultant/Developer/Administrator with 5+ years of experience in the ServiceNow tool.
* Total 10+ years IT experience in providing ITIL and IT Service Management Solutions.
* Strong Experience with IT Service Management processes (Incident, Problem, Change, Release, SLM, Service Catalog, Configuration Management Database, Asset Management).
* Implemented web services which are used in setting up a robust process for integrating Service-Now with a Procurement Tool. Also has an in-depth knowledge of Direct Web service API of Service now, SOAP and WSDL. Extensively worked with REST GET and POST using basic HTTP Authentication.
* Developed solutions using JavaScript, Ajax, Web Services, SOAP and other web technologies to integrate ServiceNow with internal/ external systems and tools.
* Designed and developed client scripts, business rules using Java Script.
* Performing ServiceNow core configuration tasks by defining System Policies, ACL's , Business Rules and Client Scripts.
* Used JavaScript to create client scripts, Business rules and customization of existing scripts.
* Good knowledge in web technologies HTML,XML,XSLT, SOAP.
* Well versed on networking protocols TCP/IP, HTTP/HTTPS, RMI/IIOP, SOAP, SSL, SMTP, POP3
* Proficient in using glide scripts in ServiceNow.
* Proficient in understanding of SaaS model - Software as Service and PaaS - Platform as a Service.
* Experienced on Managing ServiceNow Infrastructure and integrating with LDAP and other SaaS based applications.
* Managing data with ServiceNow tables ,CMDB import sets , Users , Groups and roles.
* Creation of custom reports and designing the dash boards.
* Proficient in creating Service Catalog and Request Workflow design and configuration.
* Design and implement SLA - Service Level Agreement and the required work flow with Email notifications.
* Excellent knowledge on SLA's, activating plugins, elevated privileges, roles, skills, import sets, knowledge base, service catalog.
* Worked on Populating users, , application security, events and notifications, performance and upgrade processes.
* Well versed in SSO(Single Sign On) and SAML Implementations.
* Experienced in all phases of SDLC including Analysis, Design, Coding and Testing.
* Strong experience on testing methodologies and experience on preparation of test plans, and support for Integration Testing&UAT.
* Strong problem solving and trouble shooting skills.
* Strong written and communication skills.

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|  | **Professional Experience** |  |

**Gogo Inc, Chicago, IL Jan’2017 to till date**

**Sr. ServiceNow Consultant**

Responsibilities:

* worked with various stake holders to collect the functional requirements and convert them as a technical specification
* document to further carry on customization on ServiceNow Tool.
* Activated the Facilities Management plug in and associated application features and customized according to the customer
* needs.
* worked with third party vendor to integrate the map that contains in **GeoJson** files to populate Floor Design and building
* plans.
* Worked on OOB script includes to populate the office spaces and conference rooms on **UI Page.**
* Prepared **UAT test cases** and performed User acceptance testing on all the expected features behavior.
* Consulted Technical team of ServiceNow on seeking the new features of Facilities Management module and gathering the
* best practices.
* Provided the technical documentation and user manual guide for facilities management module.

**AutoDesk, San Francisco, CA Aug'2015 to Dec’2016**

**Sr. ServiceNow Consultant**

Responsibilities:

* performed ServiceNow Integration with application monitoring tools such as **NetAPP OCUM**, Splunk, Sensu.
* Design and configuration of workflows to meet business needs of IT infrastructure teams and ITIL business process.
* Application customization, Enhance features of existing developed application, Implementing new functionality and home page customizations.
* Configured Rest based webservices Integration with **PagerDuty** On-call scheduling software.
* Worked on integrations using Inboud and Outbound **SOAP/WSDL/RESTFUL** webservices.
* worked on core configuration tasks including system policies, business rules and client scripts.
* Configured **Notifications** that get triggered from incidents, events and workflows based on user requirements.
* worked on **Inbound email actions** to generate events based on the monitoring tool alerts.
* Configured and Installed mid-server on a local network to capture the infrastructure related assets to **CMDB**.
* Developed a CMS Custom portal for best user experience using **Jquery** and IFrames.
* Participate in **SCRUM** meetings to deliver the tasks assigned in each sprint to reach the desired points.

**First Republic Bank, San Francisco, CA Jan'2013 to Jun'2015**

**Sr. Servicenow Consultant**

*Responsibilities:*

* Working with process owners and business stakeholders to translate business requirements into functional requirements within **ServiceNow**.
* Work with application owners to update workflow tasks and approvals for automated processes.
* Implement the Incident Management, Problem Management, Knowledge Management, User Administration, Configuration and Asset Management along with Reporting module.
* Work closely with the technology, operations and business stake holders to gather enhancements and defect fixes in the Service-Now platform.
* Establish and interact with the configuration management database **(CMDB)**, and manage data with import sets, update sets and transform maps.
* Use JavaScript to create **Business Rules**, Client Scripts , UI Policies and UI Actions.
* ServiceNow instance core setup and configuration and customizations
* LDAP, Initial Data Loads, Import Sets, automated integrations and address exceptions.
* Maintain Single Sign-On integration
* Created SOAP Messages, Scripted Web Services and the data loads using the transform maps including the major integrations with 3rd party tools such as Workday, Sailpoint, and Jira
* Created workflows to interact with systems and applications outside the instance
* Utilizing the ServiceNow Service Catalog for users to create Service Requests and Service Items.
* Creating various **workflows** for Incident Management, Change Management, Service Requests and **SLA's** .
* Assist in importing of configuration, user and asset Data.
* Documenting the code and operation procedures for ServiceNow platform.
* Performing environmental promotional activities from **Dev to QA to Prod**.
* Creating and Managing Inbound Email actions for multiple IT departments and groups.
* Create monthly metric reports for IT management teams and assist with scheduling data exports to application owners.
* Review ServiceNow version releases and then lead the upgrade project with **regression** and user acceptance testing.

**ADP, Seattle, WA Apr'2011 to Dec'2012**

**ServiceNow Developer/Admin**

*Responsibilities:*

* Participate in the full **SDLC Requirements Gathering**, Analysis, design, coding, testing, training and operational support.
* Software configuration/ customization including **UI customization,** workflow administration, data imports, custom scripting, third-party software integrations, implementing new functionality, homepage customization.
* Development of requirement integration components **(SSO, LDAP, SOAP)**.
* User Interface - Configure and maintain Forms, Lists, Views, **UI Policy, UI Scripts, UI Actions**, View Rules, Welcome Page Content, Map Pages and other UI elements for ServiceNow modules.
* System Properties - My Company, UI, CSS, System, Email, Approval, LDAP, Application, Localization, Security, Users, and Groups.
* LDAP, Initial Data Loads, Import Sets, automated integrations and address exceptions.
* Reports, **Service Level Agreement**, Notifications, and Alerts.
* Manage system configurations, gather and document user and process requirements, develop workflow customizations, and support quality assurance teams.
* Perform **core configuration** tasks.
* Implement security scheme and controls by using contextual security, control systems and data security.
* Adhere to established testing, change management and communication guidelines.

**CSC India Pvt. Ltd. Hyderabad, India May'2008 to Mar'2011**

**Middleware Support Engineer**

*Responsibilities:*

* Installed and Configured IBM Http Server 1.3.x, **WebSphere Application Server V5.1** Enterprise Edition for Development, Testing and Production Servers on windows environment.
* Created horizontal clusters for Development & Testing Environments and production environments (one set of nodes for dev & testing, one set for production) to achieve process & Hardware fail over.
* Played an active involvement in **monitoring server performance, network traffic to reduce performance** bottleneck by enhanced performance ensuring upstream queuing.
* Applied software maintenance, program fixes and keeping the system software releases current.
* Configured Web server plug-in to directing dynamic requests to application server instances.
* Configured Virtual hosts, **HTTP Plug-in**, resources and Global security for application deployment.
* Packaged CACSA nywhere application with ANT and Deployed on to application server clusters using JACL script.
* Enabled Security for the Admin Console using local OS repository.
* Installed, Configured, Setup, Upgrade **JBOSS application server 5.0/5.1**
* Configured Java Mail object on Mid-tier server (WAS) to send mails to credit card customers through SMTP mail server by accessing the data from CACS Enterprise, which was reside on Mainframe.
* Installed and Configure WebSphere MQ. Created QMGRs, Queues and Channels.
* Analyzed the performance with **Tivoli performance monitoring tool**. Tuned Web server and Application Server configuration parameters to improve the performance.
* Interpreted log files to locate and solved problems with tracing and debugging facilities.
* Responsible for writing Technical Documents which covers end to end build configuration.
* Maintaining updated documentation of all the Servers and the installed applications and patches
* On-call support (24x7), Monitoring and maintaining multiple Applications at Development and Production

**KENEXA, Hyderabad, India Jan'2006 to Mar'2008**

**Application Developer**

*Responsibilities:*

* Involved in designing & developing **web interface using HTML, JSP, JavaScript and JDBC**.
* Involved in developing **JSP’s, Servlets and EJBs**. Prepared war files and jar files.
* Packaged ear files and deployed on to testing environments.
* Created resources (JDBC provider, Data Sources and J2C Auth aliases) and tested applications.
* Client side validations using JavaScript.
* Involved in writing and reviewing various documents for client.
* Installed and Configured **JBOSS Application** server V2.
* Configured WebSphere resources like **JDBC providers, JDBC data sources**, connection pooling, Implemented creation of Server groups and clusters in WebSphere Application server.
* Writing UNIX shell scripts per the demands of the environment.

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|  | **Education** |  |

**Bachelors of Technology** in Computers from Osmania University,Hyderabad, India 2005

**ServiceNow** Certified Systems Administrator.

**ServiceNow** Certified implementation specialist.

**ITIL V3** Certified Professional.