TAMIZH NESAN R
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EXPERIENCE SUMMARY

- A skilled, innovative, and competent **ServiceNow Developer, working with TATA Consultancy Services Pvt Ltd. , Chennai** from Jan 2017 to till date.

- Having 3.3 years of overall IT Experience and Above 2 years of experience on **SNOW** with Good Implementation and Administration knowledge on **ITSM** Modules, **ITFM** Modules and **Scoped Applications**

- Incident Management, Problem Management, Change Management, Service Catalogs.

- Customization of **OOB UI, Applications, Modules, Notifications, reports, Service Catalogs, table forms using UI Policies and UI actions**.

- Used Security **Access controls (ACL)** for securing and providing the right access to right person/role.

- Working on creation and customization of **complex workflows and custom workflow activities**.

- Experience in load configuration information to **CMDB**

- Worked with **Import Sets and Update Sets** in ServiceNow.

- Designing **UI pages and Macros** as per the client requirement.

- Proficient in developing and debugging **Client Script, Business Rules, UI Policies, Access Control List, Scheduled Jobs, Background Scripts and Script Includes**.

- Having Experience in configuring **workflow, Service Level Agreement (SLA) and Email Notifications**.

- Good Analytical and Problem Solving Skills.

- Magnificent verbal and written Communication, Strong experience interacting with clients, end-users, requirement gathering, understanding requirements, analyzing solutions.

EDUCATIONAL QUALIFICATION

DEGREE/ COURSE	INSTITUTE	BOARD/ UNIVERSITY	YEAR OF PASSING	PERCENTAGE/ CGPA
B.Tech (EEE)	Sri Manakula Vinayagar Engineering College, Puducherry.	Pondicherry University	2016	7.57
Higher Secondary	Amalorpavam Hr. Sec. School, Puducherry.	Tamil Nadu State Board	2012	81.75%
SSLC	Amalorpavam Hr. Sec. School, Puducherry.	Tamil Nadu State Board	2010	89.2%

TECHNICAL SKILL SET

- Software Tools   : ServiceNow & Data Studio
- Applications   : Visual Studio & Mainframe
- Programming Language   : JavaScript, HTML, CSS ,Angular JS , COBOL,JCL & CICS
- Designing   Tools   : Adobe Photoshop

ORGANIZATIONAL EXPERIENCE

Since Jan'17 -   Tata Consultancy Services Pvt. Ltd., as System Engineer.

Significant Accomplishments:
- Received "Start Team" award for producing error free quick delivery to production in Aug'17.

WORK EXPERIENCE

ServiceNow Developer   **From: Feb 2018   To: Till Now**

Project 1:

Project Client	FMC Corporation
Duration	**Apr'19 – till date**
Languages/Tools	JavaScript, HTML, CSS, ServiceNow
Type/Nature of project	Development /Testing
Domain	IT Service Management

Project Description

   The requirement is to manage their assets using custom asset table, reports on PA, creating Service catalog items and managing Incidents using Service Portal.

Project Responsibilities:

- Working on **Service Catalog, Service Portal, Incident Management, SLA, PA** and **Survey Management** modules and developing on those specified tracks as per the use cases.
- Created custom **Asset Table** for managing stock details for Desktops, Laptops, Various Accessories and Cellular devices
- Done **Email Integration** to raise and restart service request from inbound email attachment.
- Created **End Point APIs, Scheduled Jobs** for reminder notifications, **Import set tables, Transform Scripts** for data upload.
- Following **Agile** approach

Project 2:

Project Client	AkzoNobel
Duration	**Feb'18 – Mar'19**
Languages/Tools	JavaScript, HTML, CSS, ServiceNow
Type/Nature of project	Development /Testing
Domain	IT Service Management

Project Description

The requirement is to develop Scoped Service Portal, Knowledge Articles and Service catalog items using record producers to capture it on custom table on Service Portal. Access and security are provided based on the role of the user logged in.

Project Responsibilities:

- Prepared technical documents related to the process
- Customizing **Incident, Problem and Change Management** modules.
- UI Customization- forms and Fields.
- Developed and modified **Catalog items**.
- Worked on Service Catalog and its configuration.
- Created custom **UI Policies** based on requirements.
- Deploying **update sets** from non-production to production instances.
- Developed data sources and scheduled file imports to pull data from the server into ServiceNow.
- Worked on Form Customizations like **field creation, form layout changes and dictionary** changes.
- Customized **workflows** for Service and catalog request based on requirements.

Mainframe Developer   **From: Jan 2017   To: Dec 2017**

Project 1:

Project Client	Morgan Stanley
Duration	**Jan'17 – Dec'17**
Languages/Tools	COBOL,JCL,CICS , HTML , CSS & JavaScript
Type/Nature of project	Development /Testing
Domain	Mainframe & UI Development / Testing

Project Description:

This project is mainly focused on the billing part of the banking process, where billing logics will be modified , processed and relevant UI is modified in the Front End using Visual Studio.

Project Responsibilities:

- Actively participated in requirement analysis and design level discussions.
- Understanding the client requirements and correctly translating them into codes.
- Created codes, test plans, executed test cases and **delivered on time**.
- Developed reusable codes that simplify the development of future developing systems.
- Coordinate with client in deciding what is required and **created /altered codes** as per requirement.
- Changed the UI using **Angular JS, Javascript , HTML & CSS in Visual Studio**.
- Delivered **error free code** to production in **15**+ Releases.

PERSONAL DETAILS

Date of Birth	:	10-12-1995
Father's Name	:	Mr. R.Ramamurthy
Mother's Name	:	Mrs. R.Sudha
Nationality	:	Indian
Linguistic Proficiency	:	English,Tamil

Date:

Place   **TAMIZH NESAN**