**CARRER OBJECTIVE:**

A dynamic professional with around 3+ years of experience in IT Environment application development using service now tool, knowledge in various applications.

**PROFESSIONAL SUMMARY:**

* Having overall 3+ years of experience in IT environment, ServiceNow platform.
* Incident Management, Problem Management, Change Management, Service Catalogs.
* Creating Groups for set of users and used them for approval combinations, assignment, Email notifications.
* Development includes creating Business Rules, Script Includes, Service Level Agreements(SLA), User Interface design(UI), Client Scripts, Approvals etc.,.
* 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.
* Involved in ServiceNow upgrade cycle.
* Involved in Security Operations (SecOps) application implementation and support to security team.

**PROFESSIONAL EXPERIENCE**:

* Currently working as Software Engineer Tech Mahindra Ltd, Hyderabad from Oct 2016 to till date.

**AWARDS AND ACHIEVEMENTS:**

* Recognized by client for time delivery and commitments fulfilling.
* Best individual performance.

**SKILLS:**

**Primary skills : ServiceNow Development & admin.**

**Scripting Languages : JavaScript, HTML**

**Tool Versions : ServiceNow Fuji/Geneva/Helsinki/Istanbul/Kingston.**

##### EXPERIENCE:

**Project #1: Omega Healthcare medical billing.**

Client : [**Omega Healthcare**](https://www.google.co.in/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=0ahUKEwjOho6smOXQAhXCso8KHeZPA_IQFggtMAE&url=http%3A%2F%2Fwww.omegahms.com%2F&usg=AFQjCNFQdkVAgC-E9MyZ9UgbZtp959loYg&sig2=qEUwA_UPbsytzG8WuxAQOg&bvm=bv.140915558,d.c2I&cad=rja).

Technology : ServiceNow

Role : Admin&Developer.

**Description:**

**Omega’s** origin is a story of personal experience.  possess over 50 years of combined experience in the medical billing and healthcare industry. This experience includes running a billing company of over 1,000 people. After various tenures in the US Healthcare industry, they both recognized a major problem in the industry; there was a major lack of support for the medical billing and healthcare payment systems.

**Roles & Responsibilities:**

* Involved in Design, Configurations and implementation.
* Developed many enhancements on Change Management, Service Catalogs and Configuring Email Properties for notifications and Moving Customizations from Instance to Instance.
* Responsible for interaction with client on daily basis, also with   technical support teams for resolution of

Issue.

* Interaction with internal SMO team for the incident, problem, change support and enhancements upon the requirements.
* Working on live production servers on daily basis.
* Releasing windows and CAB meetings on weekly once.
* Produced a weekly performance report and monthly Project Status report.
* Responsible to communicate with ERP, Non-ERP, EUC Services, Service Desk, Network teams.
* Involved in Creation and modification of various Business Rules, Client Scripts, Script includes, UI Actions, UI Policies and UI Actions.
* Designed applications using UI Pages for tracking the data of present states of incidents and SRs.
* Involved in Training ServiceNow for the ELTP’s.
* Creating the Virtual task board (VTB) for different stack holders to maintain the data overview.

**Project #2: Volvo Cars, Sweden.**

Client : Volvo Cars

Technology : ServiceNow,

Role : Administrator

**Description:**

Volvo rolled off the production line in Gothenburg way back in 1927 and since then, we’ve gone from strength to strength, creating world-changing innovations along the way. We’re also a global brand with manufacturing,Sweden.Volvo Cars Infrastructure which includes the automation of the Virtualized environment of the client using various orchestrator tools and scripting.

**Roles & Responsibilities:**

* Experienced in the analysis, development and automation of various ITSM processes including Incident Management, Change Management, Asset Management, Service Request, Configuration Management including setup and configuration of MID Server and Configura.
* Involved in creating reports, workflows, and data imports for Incident, Problem, Service Request, and Change ServiceNow modules.
* Upgraded from Kingston to London version
* Maintained and administered the implemented instance of ServiceNow modules including: Incident, Change, Problem, and Service Catalog.
* Writing Business Rules, Client Scripts, UI Policies and UI Actions to customize the instance as per Business needs.
* Create and load catalog items and record producers.
* Created various front-end forms, and associated Client Scripts, UI Policies, including advanced customizations that require modifications.
* Create and use update sets to move customization between systems.
* Search, populate and customize the knowledge base.
* Created transform maps for importing CMDB data.
* Involved in providing Implementation and production support for Service Catalog, Asset Management, Knowledge Management modules.
* Configuration of Email Notification and Alerts to notify users about specific activities in the system.
* Developed operational requirements documentation and train operational staff to maintain solution.
* Workflow editor to design workflow of various modules and for triggering of various events.

**Personal Details:**

* Name : Santhosh S
* Nationality : Indian
* Languages : English and Telugu

**Declaration:**

I hereby declare that the information furnished above is true to the best of my knowledge.

**(Santhosh S)**