Manikanta k

Servicenow developer

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**PROFESSIONAL SUMMARY:**

* An ambitious and optimistic Engineer with over 3+ years of experience in the IT industry involved in providing ITIL and IT Service Management Solutions in IT Infrastructure with expertise in the ITSM suite Service-Now.
* Good knowledge and understanding of ITIL process.
* Exclusive working experience on ServiceNow with Practical Exposure on Implementation and Configuration of ServiceNow Tool
* Business requirement analysis and discussion with stakeholders to come up with new business solutions
* Communicating design decisions and details to team members, clarification of issues reported from team
* Created UI Actions, UI Policies, UI pages.
* Created Transform maps to import data through Excel.
* Good experience in Requirements understanding and analyzing.
* Quick adaptability to new technologies so keeps abreast of changing trends and meets new requirements successfully.
* Tremendous problem solving and troubleshooting skills, leadership qualities, strong analytical, organizational, multitasking, execution skills and ability to co-ordinate activities and interact with end users in a fast paced team environment.
* Development and implementation of Service-now.com ITSM platform applications.
* Developed new Service Requests as per the Business Scenarios.
* Worked extensively upon the troubleshooting and resolution of issues that come up in the Tool.
* Proficient in developing and debugging Client Script, Business Rules, UI Policies, Access Control List, Scheduled Jobs, Background Scripts, Script Includes.
* Having Experience in configuring workflow, Service Level Agreement (SLA) and Email Notifications.
* Experience in creating reports and configuring homepages
* Good Analytical and Problem Solving Skills.
* Magnificent verbal and written Communication, Strong experience interacting with clients, end-users, requirement gathering, understanding requirements, analyzing solutions.

**TECHNICAL PROFICIENCY:**

* Primary Skill **:** ITSM Suite - ServiceNow
* Administration **:**User and Service Administration, Security and Data management, Reporting & Application Maintenance, Configuration.
* Customization : Applications, Modules, Notifications, Plug-in.
* Development : Incident Management, Problem Management, Service Request Management, Import sets, Data Sources, Change Management, Knowledge Management, Transform Maps.
* Scripting : UI Policies, Client Scripts, UI Scripts, Script Includes,UI Actions, Business Rules

**WORK EXPERIENCE: Hexaware technologies**

**ServiceNow Developer**

**August 2017 to Present**

Project1 :FMC Corporation

Domain :IT Service Management

Details :This project deals with implementing Email parsing and notifications and custom enhancements to the client.

Project Responsibilities:

* Worked on enhancements in Incident, Problem, Change management and Service Request modules.
* UI Customization- forms and Fields.
* Create and use update sets to move customizations between Service Now instances.
* Updated the Service Now modules System Properties such as UI, CSS, and System.
* Personalizes and creates forms and fields for the various roles and groups to fulfill client requirements
* Generated the automatic Email notification for Incident, Problem and Change modules through inbound email action

Project 2 : Kohl’s Retail Stores

Domain :IT Service Management

Details :This project involves Service Now customization and enhancementwork to the client Kohl’s Departmental Stores

Project Responsibilities:

* Customizing incident, problem and change management modules.
* UI Customization- forms and Fields.
* Content Management System.
* 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.
* Worked on gathering requirements from the client and developing it. Showcasing the work done to the client.
* 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.

**WORK EXPERIENCE: IDS Infotech Pvt Ltd**

**SystemEng & ServiceNow Admin**

**July 2016 – August 2017**

Project : AVM

Domain :IT Service Management

Details : This is an internal project featuring migration works from AVM suite to ServiceNow Environment using various methodologies.

Project Responsibilities:

* Created data sources, import sets, transform maps to map data from excel to Service Now tables.
* Implemented Service Level Agreements (SLAs), created the reports as per the client scripts and also scheduled the report for the business requirements
* Customized Service Portal and widgets.
* Worked on access controls and creating, deleting and modification to access for users in various applications.

**ACADEMIC PROFILE:**

* Bachelor of Technology (B.TECH) from JNTUA.

**DECLARATION:**

I hereby declare that the above furnished details are true to the best of my knowledge.

PLACE:

DATE: