**Swapna Sree Karuna** **Email**: svapnaa.1429@gmail.com

**Mobile**: +61-411614295

**Professional Summary**:

* **ServiceNow Certified System Administrator**, specializing in ServiceNow platform. Proven track record of optimizing processes, enhancing workflows, and driving organizational efficiencies through effective use of ServiceNow. Adept at troubleshooting, problem-solving, and providing exceptional support to end-users.
* Strong understanding of ServiceNow modules such as ITSM, Incident Management, Change Management, and Service Catalog, Flow Designer.
* Worked on Employee Onboarding forms.
* Knowledge of ServiceNow integrations with third-party applications using REST Server.
* Hands on experience in resolving the cross browser and device and cross-domain issues.
* Hands on experience in using JavaScript script, React, Redux, HTML5, CSS3, Styled Components, Form frameworks.
* Knowledge in configuring, developing, and implementing custom applications.
* Strong interpersonal skills, including experience working in fast paced, team-oriented environments.
* Solid understanding of Agile scrum model that allows us to focus on delivering the highest business value in the shortest time.
* High level of work commitment, ability to handle multiple tasks and work independently as well as in a team.
* Strong communication and collaboration abilities.

**Education**:

* Master of Business Administration (**MBA**) from Osmania University, Hyderabad, India
* Master of Arts **(MA)** from Osmania University, Hyderabad, India
* Bachelor of Technology (**B.Tech**) from Osmania University, Hyderabad, India

**Technical Skills in ServiceNow:**

* ServiceNow Platform Administration
* IT Service Management (ITSM)
* Service Catalog Management
* Incident, Problem, Change, and Knowledge Management
* Workflow and Automation

**Programming/Web Development Skills:**

JavaScript, HTML5, CSS, React, Redux, CSS3, Node Js, Styled Components.

**Professional Experience**:

Westpac bank. (Mar2022- Till Date)

**Technologies**: Scripting Languages such as JavaScript, **ServiceNow** Modules like Incident Management, Change Management, Service Catalog, and other ITSM processes.**,** Integration Skillsusing REST, SOAP, MID Server**,** Troubleshooting, Documentation.

**Description:** Worked in ServiceNow support team, involved in providing technical support to end-users, troubleshooting issues, diagnose technical issues within the ServiceNow platform, including custom configurations, workflows, and integrations.

and ensuring the smooth operation of ServiceNow applications and processes. Implement changes to ServiceNow workflows, forms, UI pages, and business rules to address specific support requests or optimize existing processes.

**Roles and Responsibilities:**

* Implement and optimize ITSM processes, including Incident, Problem, Change, and Knowledge Management, improving response and resolution times by 30%.
* Develop and maintain Service Catalog items, ensuring efficient request fulfillment and user satisfaction.
* Administer and maintain the ServiceNow platform, including configuring applications, developing custom workflows, and managing user accounts.
* Create and manage performance analytics dashboards, providing actionable insights to senior management
* Participated in the design and implementation of ServiceNow best practices and standards.
* Worked on forms and Integrated ServiceNow with external systems using REST and SOAP APIs, enhancing data flow and process automation.

**Project**: Kreative React Dashboards Application (Oct 2021 – Feb 2022)

**Role**: Front-end developer.

**Technologies**: React, Redux, Node, JavaScript, HTML5, CSS3, Bootstrap, Mongo, Express

**Description**: Application development includes Requirement Analysis, design, and Development. Using this application, the customer navigates through menu and selects the product. Application developed with core business functionalities like Data loading into grid with export and sort, popup functionalities, Comments, Search Functionalities, Quality reports, Reviews, Admin rights to the specified employees and list view functionalities.

**Responsibilities**:

* Involved in requirement gathering and development based on the requirements and issue fixes
* Developing the dash boards based on the categories and selection.
* Rendering of the API data display in the UI layer.
* Validation of customer info.
* Involving in daily Scrum calls and client interaction.

CHELMSFORD RENTALS, USA ( https://chelmsfordrentals.com)(Feb 2020 – Sep 2021)

**Technologies**: React, Redux, Node, JavaScript, HTML5, CSS3, Bootstrap, Mongo, Express

**Description**: Chelmsford is into rent all types of equipment from Party Goods, tables, chairs and Tents to Power equipment to make small work for any job or event. they got more than tents! From seating, tables, linens and lighting to pool covers, trade show draping, and lounge furniture, you will find everything you need for your wonderful event.

**Responsibilities**:

* Involved in development based on the requirements and issue fixes
* Developed Kanban based status movement for the equipment.
* Developed the dash boards with based on the categories and selection.
* Resolving the cross-browser and cross issues
* Added validation for different forms
* Implemented the Responsive for the site

**Project**: AIMETRY, USA ( <https://aimetry.com/>) (Mar 2019 – Nov 2019)

**Technologies**: React, JavaScript, HTML5, CSS3, Bootstrap

**Description**: AIMetry was founded with one mission - to provide the best technical expertise to our customers to quickly solve the most difficult challenges in transitioning to a hybrid or cloud-native architecture. Our professionals have three key goals - to create optimal, highly manageable solutions, lower project TCO, and accelerate the timeline of your project.

**Responsibilities**:

* Developed global and specific components for the Use case screens.
* Implemented styling for the components using styled components.
* Implemented unit test cases for the components and screen files
* Implemented the Responsive for the screens.

**Project**: SRI RAMANANDA SIDDGURU (<https://www.siddhaguru.org/>) (Apr2017 – Dec 2018)

**Technologies**: JavaScript, HTML5, CSS3, Bootstrap

**Description**: Siddhaguru® is a spiritual master, a public-spirited and a self-less spiritual Guru possessing the qualities of the divine, love and benevolence. This website mainly about his ashrama, publications, charity.

**Responsibilities**:

* Implemented the jQuery for functionalities like dependent dropdown, Ranking for the students, negative marks calculation.
* Involved in development and issue fixes.
* Client interaction
* Resolving the cross-browser and cross issues
* Added validation for different forms.

**“References and Certifications - Upon Request”.**