

ServiceNow Admin/ Developer ServiceNow Admin/Developer ServiceNow Admin/ Developer -  
Shutterfly Inc Tempe, AZ Having around 9+ years of industry experience in software design,  
development, implementation, testing, deployment and maintenance. 3 years of experience in  
ServiceNow platform as both a developer and administrator. Configured applications using  
ServiceNow tool used in ITIL management. Extensive functional and technical knowledge of the  
ServiceNow platform as well as experience delivering medium to large-scale ServiceNow  
implementations. Experience in implementation of different ServiceNow modules Problem  
management, Change management, Incident management Configuration and Asset management,  
Knowledge management, Release management, Content management, Reports and Service  
catalog. Expertise knowledge in using Content Management System (CMS). Expertise in design  
and development of CMDB (Configuration Management) in ServiceNow. Elicited Requirements  
from clients and created Service Catalog, catalog items with Variables and Variable Sets.  
Participated in ServiceNow implementation by customizing the forms and lists of Incident & Problem  
management tables. Proficient in creating and working on Business Rules, UI policies, Client  
Scripts, UI pages, Events, Notifications and Surveys. Analyzing the Change Request Forms,  
Impact, categorizing and prioritizing the change. ServiceNow experience in implementation,  
design, development, documentation, deployment and post-production support following SDLC with  
agile. Generation of various reports providing information on Changes scheduled, unauthorized  
changes implemented, changes causing incidents etc. Backlog changes were reduced by 50% with  
the help of the report generated using ServiceNow. Experience in developing solutions using  
JavaScript, REST web services, AJAX, HTML, CSS to integrate ServiceNow with internal/external  
tools and systems. Excellent knowledge on work flows, automation of approvals, change process.  
Expertise in debugging and optimizing the performance of Catalog Client Scripts, UI Scripts and UI  
policies. Expertise in design and development of enterprise and web applications utilizing Java /  
J2EE technologies like core java, JDBC, servlets, JSP's, XML, JavaScript, HTML, CSS.  
Experience in SQL development and working with relational databases like MySQL, PostgreSQL,  
Oracle. Experience working with version control system GIT, SVN and project management tools

like JIRA. Experience in data integration, data migration, data analysis and data modeling. Work Experience ServiceNow Admin/ Developer Shutterfly Inc - Tempe, AZ January 2018 to Present

Responsibilities: Worked with key process applications like Incident Management, Problem Management, Change Management, Service Catalog, Knowledge Base, Service Portal, Reports, CMDB. Analyze and managed the problems related to Problem and Change Management. Implemented, documented and maintained the ServiceNow platform to meet specific business needs for supporting ITIL and business processes. Setting up integrations using Import sets and web services (REST, SOAP) on daily bases to bring data into ServiceNow. Worked on designing and developing business applications which involved customization, workflow administration, data imports, custom scripting using JavaScript. Created reports, workflows, data imports for incident, problem, service request and change management modules of ServiceNow. Created execution plan for Jakarta upgrade, defines the pre-steps, upgrade plan and post-upgrade activities from a ServiceNow administration perspective. Implemented new functionality to delete roles and groups for the inactive users. Worked on enhancements to the existing tables and custom created tables in ServiceNow. Implemented new functionality to export the Incident history. Configured E-mail notification system to alert users on ServiceNow activities. Developed complex workflows in service catalog to interact with third party sources. Customized UI appearance for problem and change management modules to make it simple and easy to use. Utilized JavaScript in developing business rules, client scripts, UI policies and UI actions to deliver and audit business process. Wrote script includes and invoked them in business rules and client scripts. Involved in working with process owners to develop workflow, implement work flows in ServiceNow applications, administer the tools and enhanced requests using JavaScript. Gathered requirements for SLA and configured in ServiceNow. Utilized best practices for migrating the customization from one instance to other instance which includes creation, preview, commit and merge operations for update sets. Designed workflows, reports, dashboards and surveys. Experienced in customizing Atlassian products (JIRA, Confluence) by developing various plugins, event listeners and scripts in JAVA, JavaScript, Groovy script, Jelly Script and JQL. Wrote SQL scripts to perform CRUD

operations on the database. Utilized access control rules for securing and providing the right access to the right person/role. Performed data migration of CI attributes for CMDB using import sets. Developed technical design documents (mid-level design), developer notes and other documentation as required. ServiceNow Admin/ Developer Wells-Fargo - Phoenix, AZ January 2015 to December 2017 Responsibilities: Worked with process owners and business stakeholders to translate business requirements into functional requirements within ServiceNow. Gathered requirements from client and created catalog items with Variables and Variable sets. Creation of workflows and execution plans for the catalog items. Service Catalog design and workflow design based on the approval and fulfillment process. Created various workflows for ServiceNow modules incident management, change management, service requests and SLA's. Strong skill set in the Service Now suite development including SOAP/REST integration. Implemented Service Catalog enhancements and issues which come up while the tools are being interacted. Worked on end-to-end development of the catalog includes requirement analysis, catalog form design, workflow design along with the dedicated catalog home page using CMS. Wrote data sources, transform maps and properly analyzed coalesce to avoid duplicates in ServiceNow. Migrated legacy data into ServiceNow using import set and transform maps. Developed transform maps to map values between import set and ServiceNow tables. Actively involved in End User Portal design and the ongoing support and maintenance using CMS application ServiceNow. Worked with Javascript to write business rules, UI policies, UI scripts etc. Created buttons and context menus using UI actions. Designed e-mail templates utilizing HTML, JavaScript. Designed and implemented new functionality using business rules, UI policies and access lists etc. Developed web services to interact with external applications from ServiceNow. Wrote SQL queries to query the database. Maintaining product catalog to import the configuration item records. Customizations are done using various business rules, client scripts, catalog client scripts, UI policies, UI scripts, UI actions. Experience building and coding Configuration Management Databases (CMDB). Experience with using web services, email and other technology to integrate tools with ServiceNow. Actively participated in upgrading the instance from Geneva to Helsinki. Good knowledge on Single Sign

On and event-based integrations. Worked on user management module to add, update and modify permissions to the users in ServiceNow. Software Developer Hewlett Packard Enterprise - Conway, AR July 2013 to December 2014 Responsibilities: Perform day-to-day administration of ServiceNow and maintain business sources, configuration item relationships in ServiceNow. Responsible for providing ServiceNow customization to end clients which includes Incident, Problem, Service Catalog, Change Management and Project management etc. Develop and manage application code, user interface and third-party integration components. Involved in importing / integrating data through various means such as web services, JDBC and importing via spread sheets. Built WSDLs for integrating third party tools as well as scripted web services using Script Includes. Created templates for Incidents and Change Requests. Coordinates installation of ServiceNow upgrades and/or service packs. Develops and manages the preparation of systems, test criteria and control for upgrades, service packs, new features, enhancements or error correction. Moving data in and out of an instance using import sets, transform maps and auto import of data into ServiceNow. Wrote Scheduled jobs and schedule imports depends on the requirements. Wrote Script Includes and invoked them in Business Rules and Client Scripts. Made enhancements in ServiceNow modules like incident, problem, change, reports and dashboard. Built and executed test scripts utilizing JavaScript and validated results to ensure that configuration/customization is meeting the business needs. Utilized HTML, CSS, JavaScript, jQuery and Jelly Script in developing the enhancements to the front end. Deployed the developed code to Stage/UAT/Production instances using Update sets. Provided support during the UAT process and post production deployment. Responsible for documenting the code and operation procedures for ServiceNow platform. Created monthly metric reports for IT Management teams and assist with scheduling data exports. Monitored the system performance on regular basis based on the performance graphs. Tracked and analyzed long running scheduled jobs, imports and user transactions with the possible performance implications. Wrote notifications and changed the users for receiving the mails. Resolved incidents raised by the users on day-to-day business process. Knowledge in Cloud computing infrastructure such as Amazon web Services (AWS).

Software Engineer HSBC Financial Plc - New York, NY January 2010 to June 2013 Responsibilities:

Gathered/analyzed functional requirements for the new phase in design. Worked on building high performant core java multi-threaded modules utilizing (thread pools, thread locals, re-entrant locks wait/notify, latches, deadlocks etc.). Developed front user interface modules using JSP. Contributed to architecting the framework according to the J2EE Design Patterns (Client tire, Middle tire, Business tire). Developed Use-case diagrams, class diagrams per the UML standards. Developed both client and server-side functionality using Spring MVC and J2EE technologies. Developed Action classes to delegate the request to the business models and Action Forms. Developed web application using Struts framework that uses Model View Controller (MVC) architecture with JSP as the view in the front end. Created XML files to provide Context and Hibernate Mapping for database persistence. Worked on WSDL's files in RESTful web services. Involved in writing complex queries using PL/SQL to extract data from database and to delete the data and to reload the data on Oracle database. Developed functional test cases for Integration and Functional testing, regression testing using JUnit, and user acceptance testing. Used ANT as deployment tool to handle platform specific properties such as file separators and automating complicated repetitive tasks. Developed various scripts for Creation and deployment of the code package using WebLogic. Implemented the SQL queries for database interaction. Education Bachelor's Skills Ajax, Tomcat, Web logic, Web services, Web sphere

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