

ServiceNow Developer ServiceNow Developer ServiceNow Developer - USAA San Antonio, TX

Around 6+ years of experience as Software Developer with 3+ years of experience as ServiceNow Developer and 3 years of experience as UI Developer. In-depth knowledge of the Technical implementation of Change Management, Knowledge management, Asset Management, Incident Management, Problem Management, Service Catalog, Configuration Management, HR Management and Service desk applications. Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks and demonstrated project management skills and experience working directly with customers and clients. Hands-on experience with Glide Forms, Glide Record, Scratchpad, Glide AJAX, and Glide System used in UI Actions, Business Rules, Client Scripts and discovery tool service watch. Experience with various ServiceNow Versions such as Helsinki, Istanbul and Jakarta. Expertise on using Discovery to load configuration information to CMDB Experience in creating an Access Control Rule (ACL) and use of scripting tools and ServiceNow functionality to create script to automate routine tasks. Supported HR Case Management Module which is integrated with Work day Strong skill set in the ServiceNow suite development including SOAP/REST integration, Web services, Discovery, Workflow and CMDB. Migrated Incident, Change, Problem to ServiceNow using Import sets and Web-Services. Knowledge of web-based development languages; specifically, JavaScript, HTML and CSS. Experience in upgrade consideration for a Domain Separated instance. Good experience in Integrated cloud management with private cloud management providers including AWS, Microsoft Azure offering. Good experience in creating custom portals/widgets. Well versed with Jira & RTC for feature and story creation. Demonstrated the ability in developing Test Plan and test cases utilizing requirements and design documents, specifying Testing Overview & implementation. Good understanding of object-oriented analysis design and application development. Strong analytical ability enables excellent troubleshooting and technical skills. Good experience in settings and controls that specify domain membership and how they affect the user experience. Experience in creating Service Portal pages, branding the existing portals Work Experience ServiceNow Developer USAA - San Antonio, TX July 2018 to Present Gathering

requirements from stake holders and businesses to standardize processes, and build this into the design. Good experience in analyzing business requirements through workflow analysis, translating business requirements into functional designs, evaluating feasibility with my product owners. Managing the development of ServiceNow platform, serving as my client subject matter experts on ServiceNow system and managing the upgrades to ServiceNow system. Worked on developing the new enhancements and Bugfixes as per the business requirements along with providing demo to the team for adapting ServiceNow technical knowledge. Worked on Modules of ServiceNow like Service Catalog, Change Management and Reporting and few other custom applications. Hands on experience in creating the custom Applications, Modules in ServiceNow Experience in designing, configuring and customization of forms for various ITIL processes, Experience in configuring email notifications in ServiceNow, UI Pages, UI Macro, Scheduled Jobs, Script Includes, Events. Experience in working with Access Controls, Workflow, User Administration in ServiceNow Good experience in Creating new Scoped Applications in ServiceNow and customizing the existing applications using Business Rules, Client Scripts, UI Actions, UI Policies, External Data load using Transform maps. Creating, Capturing, Moving Update sets with in environments to maintain consistency. Development of Service Catalog items like Order Guides & Record Producers based on project requirement provided by the Stakeholders. Involved in End-user Service portal application design using HTML, JavaScript, AngularJS, CSS. And used for creating customizations of User Interfaces. Coordinate service catalog options, including two step checkouts, cart controls and variables. Developed solutions using JavaScript, and other web technologies to integrate ServiceNow with internal, external systems and 3rd party tools. Implemented Data Sources and created transform maps to import data in to the ServiceNow from different data sources. Advanced Scripting in ServiceNow (Business Rules, Client Scripts, UI pages, UI Macros, script includes and UI Policies) Using JavaScript API's Working on Script Customization for Service Catalog/Email Notification /configuring the Workflow script. Experience in migrating between various environments in ServiceNow using Update Sets Experience in loading data into ServiceNow using Import Sets. Establish and interact with the configuration

management database (CMDB), and manage data with import sets, update sets and transform maps. Works with team members to conduct root cause analysis of issues, review new and existing code and/or perform unit testing. Investigate performance issues, learn trouble shooting tools, and use system logs to find issues. Environment: ServiceNow Kingston, London, JavaScript, XML, Jelly, SOAP, HTML, CSS, Bootstrap, Angular JS, SQL Server ServiceNow Developer Nutanix - Seattle, WA October 2017 to June 2018 Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in Service-Now. Created and configured new Applications in Service-Now and customized the applications using Business Rules, Client Scripts, UI Actions, UI Policies, External Data load using Transform maps, etc., as part of new application roll outs of Business Partner Management. Worked on Notifications as part of customizing in ServiceNow. Post Implementation worked as ServiceNow Administrator and supported any issues and resolved them accordingly. Worked on loading the data into Service-Now using import sets. Configured and Involved in the Service Mapping, Service Watch Modules HR Case Management. Involved in gathering the requirements from the Business Team and creation of technical, functional specification documents. Extensively worked on the Implementation, Configuration and maintenance of Business Rules, Client Scripts and UI Policies. Created, Developed and implemented HR cases for automated HR processes, such as employee on boarding and off boarding. Involved in creating and configuring the SLAs as per the requirement. Involved in migration of updates between various Service-Now instances using Update Sets. Development of Service catalog - catalog items, designing workflows and execution plans. Hands on experience in web development using HTML, JavaScript and CSS and used for creation and customization of User Interfaces. Integrated Remedy Platform to ServiceNow using Web Services. Setting up Service Level Agreements (SLAs) and monitors SLA workflows, creates and tracks Service Catalog requests, and items with variables. Created Buttons and context menus both on form and lists using UI actions. Good experience in customizing mobile app UI home page. Created schedules, reports and monitor performance of ServiceNow. Hands-on experience in ServiceNow integrations using web services. Environment: ServiceNow Helsinki,

Jakarta, JavaScript, XML, Jelly, SOAP, HTML, CSS, Bootstrap, Angular JS. ServiceNow Developer/Admin PNC Bank - Pittsburgh, PA May 2016 to October 2017 Worked on the creation of front- end forms and associating them to Client Scripts, also experienced on UI policies including advanced customizations that require modification of UI pages/macros. Designed and developed technical methodologies under the ServiceNow platform. Loading of external data with the usage of Import Sets and Transform maps. Actively involved in migrating data from other applications and external databases. Worked on Migration of Update sets between System Environments. Developed custom applications and tables to meet client specific requirements. Release Management with far reaching learning on Content Management System. Worked on Script Customization for Service Catalog/Email Template/Workflow script. Created end to end websites working on Content Management System. Worked on CMDB and Asset management and Created Transform maps for importing CMDB data. Expertise on working with CMDB and configured mid server and pointed them to various ServiceNow instances. Worked on creating MID Server and setting up Discovery Schedule to discover the infrastructure and their relationships. Used Orchestration Core to interact with outside systems and applications and automate process. Worked on Azure catalog creation using standard VM ordering process. Populating the CIs (Configuration Items) and configured the CI relations in CMDB. Developed solutions using JavaScript, Web Services, SOAP, and other web technologies to integrate Service Now with internal, external systems and tools. Good knowledge on Domain separation of custom tables and process logic to assign records in tables to domains. Converted the Service Catalog into a fully functional website using Content Management module.

Environment: Service Now, JavaScript, HTML 5, CSS, CMDB, Orchestration Web services, Power Shell.

UI Developer Globex Digital Solutions - Hyderabad, Telangana September 2013 to December 2014 Handled all aspects of the web application including maintaining, testing, debugging, deploying and printing. Interacted with business system analyst to understand the technical requirements of the project. Designed prototypes and Involved in developing the UI pages using HTML, DHTML, CSS, and JavaScript. Developed web pages with functionalities like login, register, forgot password, Email, Filters using JavaScript and HTML. Used JavaScript to update a

portion of a web page thus reducing bandwidth usage and load time in web pages to get user input and requests. Involved in developing test plan and procedures. Worked on Cross Browser issues for different versions of IE, Mozilla and Chrome. Validating views with W3 markup validation service and fixed errors. Preparing the documentation for the entire process for the future reference. Developed Date Time Picker using Object Oriented JavaScript. Designed PDF, Excel and Print previews for all the reports in the application using HTML, JavaScript and SQL Stored Procedure. Written SQL Queries to interact with Oracle database. Successfully executed all the test cases and fixed any bugs/issues identified during the test cycles. Environment: Eclipse, Firebug, HTML, CSS, JavaScript, Windows, JSF, AJAX. Front- End Web Developer Tech Support Services - Hyderabad, Telangana October 2011 to August 2013 Understanding client's business requirements and participating in client meetings for designing and developing user-friendly front-end customer facing product site using technologies such as WordPress, HTML5, CSS3, AJAX, XHTML, and JavaScript. Used JQuery to traverse through a DOM tree and manipulated the nodes in the tree. Implemented the Drag and Drop functionality using JQuery framework. Created different Carousels using jQuery Carousel and Accordions with the help of jQuery UI for different product categories. Involved in building highly interactive portable widgets using HTML5, CSS3, and the latest AJAX libraries. data in company standard format in UI. Applied Use Cases diagram to validate and test web application design against the UI architecture. Used detailed Wireframes and developed Mock-up designs as per the requirements of Business. Extensively used JQUERY, XML, AJAX and DOM scripting to create interactive web applications like message posting and auto complete form validations. Education MSC in Biotechnology REVA University 2011 Skills HTML, BOOTSTRAP, JSON, XML, CSS, SOAP, SQL, JAVA, jQuery, JAKARTA, REST, WINDOWS 10, WINDOWS 7, WINDOWS 8, WINDOWS XP, PROCUREMENT Links <https://www.linkedin.com/in/gayathri-k-9a11ab162> Additional Information SKILLS ServiceNow Kingston, London Jakarta, Istanbul, Helsinki, Geneva. ITSM Suite Incident, Problem, Change, Request, Asset, Contract, procurement. Operating Systems Windows XP; Windows 7, Windows 8, and Windows 10. Web Development HTML, CSS, Java Script, Bootstrap, JQuery, Angular JS,

XML, JSON. Web Service SOAP, REST, WSDL Programming Java Script, SQL, Java, C.

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