

Sr. ServiceNow Developer Sr. ServiceNow Developer Sr. ServiceNow Developer - Intuit Mountain View, CA Authorized to work in the US for any employer Work Experience Sr. ServiceNow Developer Intuit - Mountain View, CA August 2017 to Present Experience Working on various modules of ServiceNow like Incident management, Change management, Problem management, Service Catalog, Service Portal, User Administration. Responsible for the Service Now tool administration module and creation of new Users, Groups, Roles, IT Services, Application, Business Services, Routing rules and Blackout Freeze rules. Experience writing Business Rules, Client scripts, UI Policies and UI Actions to customize the instance as per Business needs. Created complex workflows and modified the existing workflows with no impact on the current structure. Worked on Integrations with third party applications and data sources. Experienced in creating various custom application in compliance with the service catalog. Managed User Administration in ServiceNow providing the required levels of Access for the customized solutions. Writing Catalog client scripts and UI policies to make client-side changes. Experience Creating the Data sources and developing import sets and Transform maps. Experience Writing Scheduled jobs and Schedule Imports depends on the requirements in ServiceNow. Experience writing scheduled jobs that call script includes and worked on REST API's. Giving timely support to resolve any implementation and performance issues reported on tool. Created data sources from various external applications, scripts to parse incoming data and transform into ServiceNow. Involved in maintaining the CMDB Health dashboard with Completeness, Compliance and Correctness. Sr. ServiceNow Developer Stanford HealthCare - Palo Alto, CA August 2016 to July 2017 Experience in development of service catalog, which includes creating new catalog items, designing workflows and execution plans. Implementation, customization and maintenance of ITIL modules such as Incident, Change, Problem, Service Catalog in ServiceNow. Worked on developing necessary documentations as needed and to gather requirements from stakeholders for attributes needed to develop service catalog items. Created multiple custom applications to help with health tabs. Experience in writing catalog client scripts, creating Inbound Email actions and UI policies and business rules. Creating Inbound SOAP API calls to make the newly captured data available for

legacy applications. Involved in writing detail system use cases, developing business test cases, and working with QA teams during testing phase thereby facilitating acceptance testing with stakeholders and business users. Created notifications based on user requirements and also configured inbound email actions to create incidents or requests. Working experience in building custom reports and gauges, web service integration with LDAP. Created various Business rules, Script includes, Client Scripts, UI Policies, UI Actions and Data Policies. Experience in creating the homepages, widgets in help with the administrator using ServiceNow performance Analytics tool. Worked on web services integration with Maximo using SOAP direct method and Integrations with third party tool like SOAP and REST. Worked on ACL's, SLA's and performed Admin responsibilities. Good experience in performing migration activities (Dev to QA and QA to Prod) Experience in creating record producers for HR department and worked on HR Case Management, HR Tasks and precise knowledge on HR articles. Actively involved in daily scrum meetings and recording the procedures. Took part in migration of our version from Geneva to Helsinki. Web Developer Fairchild Semiconductor - South Portland, ME January 2016 to May 2016 Designed and maintained front-end pages using HTML/HTML5, CSS/CSS3. Participated in a small team with agile software development, coordinated with development team manager and AD, designed and build components. Involved in various testing methods such as Unit testing, Integration testing and used JavaScript to handle basic logics. Experience in using SVN to fulfill the version control and used JIRA for tracking project. Worked on crating or updating of websites on Word Press, HTML, and specialized platforms according to client specifications. ServiceNow Developer LogicMind Inc - Hyderabad, Telangana August 2011 to June 2013 Involved in day to day responsibilities of system administration and given the production support as needed. Responsible for implementing and maintaining the ServiceNow platform to meet specific requirements to support ITIL and business process. Experience working on Incident and Change Management and Service Catalog. Created various workflows for Incident Management, Change Management, and Service Requests and worked efficiently on change management process. Responsible to upload of foundation data using Import sets and transforms maps and experience in SLA configurations. Experience working

on Integrations with third party tools like SOAP & REST. Created multiple custom applications with reference to development. Created service catalogs and requests with simple workflow design and configurations along with record producers. Experience in publishing dashboards, homepages, widgets and utilized java scripting client scripts, UI policies and UI actions to deliver solutions. Created reports for Incident, Problem, Service Request, and Change ServiceNow modules and working on user administration tasks. Good understanding of roles, ACL's and CMDB classes. Education Bachelors in Technology in Technology in Technology JNT University Hyderabad - Hyderabad, Telangana Skills HTML (Less than 1 year), JAVASCRIPT (Less than 1 year), SCRIPTING (1 year), WEB SERVICES (1 year), JAVA (1 year) Additional Information Skills Programming Skills: C, C++, Java Web Technologies: XML, HTML, CSS, HTML5, Web Services Scripting Skills: JavaScript, Glide Script, Jelly Script Application Servers: Apache, Tomcat, Web Logic Databases: Oracle, MySQL, DB2 Version Control Tools: CVS, SVN

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