

ServiceNow Admin/ Developer ServiceNow Admin/Developer ServiceNow Admin/ Developer -

LENNAR CORPORATION California, MD ? A qualified IT professional with total experience of 8 years including 4+years of experience in Service-now admin and developer ? Extensive knowledge and experience in implementation and Administration of ServiceNow, Java. ? Service-Now Administration and Production support including maintenance of lower life cycle instances. ? Working experience of various phases of SDLC such as Requirement Analysis, Design, Code Construction and Test. ? Direct hands on experience on various IT Services of Service-Now tool like Service Catalog Requests, Asset Management, Configuration Management, Service-Now Administration, Incident and Problem Management, Knowledge Management, Reporting, Gauges, Integration with Web Services. ? Experience with complex integrations within the ITSM environment such as ServiceNow -Siebel, ServiceNow - Webservice integration with third party application. ? Experience in designing, developing, customizing & administering ITSM suite of applications. ? Good knowledge of CMDB and Asset Management Services: Business Services and Configuration item relationships. ? Expertise on creation of workflows for Service Catalog items in Service-Now. ? Excellent knowledge on SLA's, activating plugins, elevated privileges, roles, skills, import sets, knowledge base, service catalog Functional knowledge and implementation experience of ITSM frameworks. Good understanding of object oriented analysis design and application development

Strong team player, ability to work independently and in a team as well, ability to adapt to a rapidly changing environment, commitment towards learning, Possess excellent communication, project management, documentation, interpersonal skills. Authorized to work in the US for any employer

Work Experience ServiceNow Admin/ Developer LENNAR CORPORATION - Miami, FL April 2016 to Present Responsibilities: Worked with process owners and business stakeholders to translate business requirements into functional requirements within ServiceNow. Use JavaScript to create Business Rules, Client Scripts, UI Policies and UI Actions. Created various workflows for Incident Management, Change Management, Service Requests and SLA's. Assist in the import of configuration and asset data. Implementation, customization and configuration of different Service Manager Modules like Change Request, ESS, Service Desk, Service Catalog, Problem and SLM.

Working on Report, dashboard designing. Working on Design and development of CMDB(Configuration Management). Defined SLA, OLA and Contract for the customer. Configured SLA workflow for the advance SLA configuration. Developed automated mappings to schedule the load of flat files on daily, weekly and monthly basis. Involved in testing Service-Now form and reports for correct mapping of the objects and data correctness. Prepared documentation for requirements, design, installation and unit testing and system integration of Service-Now. Working with integrating and developing Service watch. Trained all the users of the reports on using Info View and exporting reports to various formats. Involved in testing reports for correct mapping of the objects and data. Worked in production support for all the Service-Now and report related issues. Involved in basic SOAP message creation and Web service implementation. Implemented Social IT and Chat Application for the end user support.

Environment: ServiceNow Berlin, Business Objects XI R2, Oracle 10g, SQL Server 2005, UNIX.

ServiceNowDeveloper/Admin Western Digital - San Jose, CA June 2013 to March 2016 Roles & Responsibilities: Consultation, Implementation, design and development. ServiceNow Technology Analyst with experience on implementing end-to-end Service Catalog, Incident Management, Knowledge Management, Configuration & Asset Management, Change Management and Release Management with extensive knowledge on Content Management System. Worked mostly on Service Catalog, CMS and Incident module customizations and enhancements. Configurable SLA implementation in Incident and Service Catalog management based on user defined parameters. Worked with process owners & business stakeholders to translate business requirements into functional requirements within ServiceNow and proposing resolution and design suggestions. Service Catalog and Request Workflow Design and Configuration. Designed and implemented new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, and Access Control Lists. Worked with email notifications, inbound actions, reports, gauges, and home pages. Creation of catalog items, wizards, record producers, interceptors, user guide. Worked on creation and customization of complex workflows and custom workflow activities. Involved in developing the custom reports using the Tableau

reporting tool. Developed lot of Business Rules, Client Scripts, UI Actions and UI policies for the HR Portal and Forms. Worked on Business Service mapping and wrote scripts in the sensors in order to map CI's so that the end user can have a graphical representation of CI's and their relationship through BSM. Worked on creating users, roles, groups and Configured LDAP Server and LDAP Listener for updating the user and group table record. Hands on experience in web development using HTML, JavaScript, Angular.JS and CSS and working with UI pages, UI Policies, workflow and Core Configuration. Loaded Assets and Configuration Items and Created relationships between CI and Assets. Involved in POC for integrating the Bomgar remote access tool into ServiceNow. Designed the Content Management System for Various system which involved layout, UI pages, CSS and service catalog work. Configured Employee self-service portal using Content Management (CMS). Involved in development of Content Management System using Jelly Scripting for Creating UI Pages and UI Macros. Environment: Service-Now/Istanbul, Jakarta, JavaScript, Java, Angular JS, Html, CSS, Glide Script, AJAX. Java Developer Comerica Bank, NJ April 2011 to June 2013 Responsibilities: Involved in Analysis and Design of the several modules in the Project. Created use case diagrams, class diagrams, sequence diagrams, deployment diagrams. Design & Development of technical specifications using design patterns and OO methodology. Developed presentation tier using HTML, JSP, Java Script, and JSF. Involved in the Configuration, development and deployment of EJBs, and JSPs & Servlets in Web logic Test Environment. Developed Database Access Objects (DAO) using the Spring Hibernate Support and using Hibernate Query Language (HQL). Developed the java beans (POJO) to represent the model classes and mapped them to the tables using the Hibernate Mapping files. Control Layer is Implemented using the Struts Actions classes like Action, DynaAction and MappingDispatchAction classes. Design and Development of Session Beans for implementing Business logic. Involved in all phases (Unit/Integration/System) of testing. Environment: Java Server Pages (JSP), Struts 2.0, JSF, JavaScript, Java 1.4, Struts 2.0, Hibernate 3.2/ 3.3, Spring 2.0/ 2.5, Web Services, EJB, Servlets, SOAP, XML, IBM DB2, IBM WebSphere 6.0, IRAD 6.0, CVS, WinCVS, ANT BuildScripts Education Bachelor's Skills C++, Html, Javascript, Php, Scripting

Additional Information TECHNICAL SKILLS: ITSM Tools ITSM Suite, ITIL, ServiceNow(Geneva/Istanbul/Helsinki) Languages C, C++, Java, Java, SQL, PL/SQL, XML, PHP, HTML, CSS, AJAX. Scripting Language JavaScript, Jelly Script, Client Scripts Database Oracle 10g/ 9i/8i, MS Access, MS SQL Server 2005/2012, CMDB Database Tools SQL Server Web Technologies PHP, HTML, Java, Java Script, VB Script, SOAP Operating System UNIX, Linux and Windows(XP, 7,8,9,10) Packages MSOffice (Word, Access, Excel Outlook and PowerPoint).

Name: Monica Black

Email: daniel91@example.com

Phone: 001-647-870-9663