ServiceNow Developer/ Admin ServiceNow Developer/ Admin ServiceNow Developer/ Admin - GE Appliances Louisville, KY Authorized to work in the US for any employer Work Experience ServiceNow Developer/ Admin GE Appliances - Louisville, KY June 2017 to Present Responsibilities: Integration with Slack (Team collaboration tool) with service portal knowledge base. Integration with 3rd party Eracent Service Catalog. Involved in Evanios monitoring tool integration. Events created in monitoring tool will create incidents in ServiceNow. Testing the Change module, Problem module and RP's in service catalog in the new Jakarta instance Implementation and Administration of ITSM (Incident, Problem and Change) Management Processes, Building Service Catalog, CMDB (Configuration Management Database) Maintenance and Knowledge in ServiceNow Created dashboards for different business segments within an organization for reporting and performance analysis. Designed, customized and configured Workflows, Views, Business Rules, UI Policies and UI Actions. Coordinating and working with on-site business and project team members and offshore development team for gathering and reviewing various functional and design requirements. ServiceNow Developer/ Admin Entergy Corp - New Orleans, LA January 2016 to May 2017 New Orleans, LA January 2016 to May 2017 Gathering requirements and converting BRD's into technical requirements. Design and engineer solutions leveraging all appropriate components offered by ServiceNow to answer the needs for business workflows, ticketing or other ITSM requirements. Design and Development of Applications and modules to deliver the Clients business needs. Developed Visio flow diagrams to demonstrate to Business Worked with GUI team in developing wire frames. Configuring and administering the ServiceNow ITSM tools. Review change request in order to approve or reject to enable implementation or back out in production instance. Configuring SLA's using SLA definitions for Incident, Catalog Tasks and Catalog Items. Customized UI Appearance for Incident, Problem, Change and Project Management Application, which is simple, intuitive and easy to use. Adding UI policies and UI actions to achieve customer requirements. Working on configuring catalog items and adding them to ESS page. Scheduling jobs using JavaScript that runs at time of interval. Involved in working with process owners to develop workflow, implement the workflows in Service

Applications. Managed data in Tables, the CMDB, Import Sets, and Update Sets. Created schedules, reports and monitored performance. Maintained the Configuration Items and modified the forms and form Sections. Developed and improved user systems procedures, and prepared systems documentation. Assist with identifying and managing CI classes, CI attributes and relations within CMDB. Developed custom reports as per client and management requirement. Developed new service catalog items and fix bugs in incident, problem and change management. Created UI pages and Macros. Designed Workflows, along with standard Workflow templates, which can be reused. Involved in LDAP integration with ServiceNow for obtaining users and groups. Involved in Configuration, Web Services, Catalog Client Scripting, and SOAP. Integrated Service now with downstream applications using MID Server, Web Services, Expertise on using DISCOVERY to load configuration information to CMDB. Worked on creating users, roles, groups. Involved in running the jobs to push the data into the application using Import Sets and Transform Maps. Generated weekly reports and metrics for IT management. ServiceNow Developer/ Analyst Capital One - Plano, TX July 2014 to December 2015 Environment: Service Now(*Geneva), CMDB, Webservices, ITIL, Java, JQuery, Spring MVC, Restful, HTML, CSS, JavaScript, AJAX, SQL. ServiceNow Developer/ Analyst Capital One - Plano, TX July 2014 to December 2015 Responsibilities: Analyzed the requirements and developed a plan to start the new ITSM enhancements project Designing the Content Management System for Various system which involved layout, UI pages, CSS and Service catalog work. Creating Users and assigning Roles as per requirement for Change Management. Worked on email Notifications as per requirement. Follow standard procedures for proper escalation of unresolved issues to the responsible internal teams. Unit Testing of deliverables to the client. Configured the complex workflows that drive the Catalog Items. Search, Populate and Customize the Knowledge Base. Used Import Sets and Transform Maps to extract data from various sources. Configured multiple forms for asset module using Configuration Management DB. Use of Import Sets and Transform Maps to extract data from various sources. Customizing Forms, Lists, and Choices for Custom applications based on the requirement. Involved in running the daily and weekly jobs to push the data into the application

using Import Sets and Transform Maps.   Managed Users, Groups and Roles.   Responsible for the administering the Service-Now instances and clone scheduling process.   Resolving Incidents, Service Requests from the queue.   Creation on new Custom applications and Tables based on the business requirements   Involved in Integration with BMC Remedy and HP Service Manager using SOAP Messages and Scripted Web Services.   Facilitating rollout of new applications and modules.   Implemented LDAP Integration to load users from MS Active Directory into Service Now. Developed various workflows for Catalog Items and Change Management Process.   Build reports, gauges, and home pages.   Search, populate, and customize the knowledge base.   Actively involved in daily Scrum meetings.   Involved in documentation of existing process. ServiceNow Admin/ Developer Bank of America - Frisco, TX January 2013 to June 2014 Environment: Service Now, SOAP, CMS, Transform Maps, Service Catalog, CMDB, Workflows, Change Management, Java Script, AngularJS, JSON, jQuery, WebServices, ITIL. ServiceNow Admin/ Developer Bank of America - Frisco, TX   January 2013 to June 2014   Responsibilities: Analyzed the business requirements, functional specifications in doing the GAP analysis and then transforming them to detailed design documents.   Independently built and executed script using JavaScript/PHP technology to meet the business needs.   Implemented ITIL process including incident, problem, change, knowledge and CMDB for better ITSM on Service-Now.   Developed ServiceNow Suite configuration - specifically in Service Request fulfillment, Service catalogue, Incident, Problem, Change, Reports, Dashboard, Workflow, and On-Call Module.   Developed ServiceNow Web services based on ServiceNow objects, for Yahoo IT systems using SOAP, REST, and JSON. Created transform maps both automatic field mapping and scripting.   Worked and monitoring the various aspects of the projects like Incident, Problem, Service Request, Change Management (including the release management) and Demand Management.   Worked on configuration of ServiceNow modules, Applications, Forms, Email Notifications, SLA for priority tickets, etc. Developed automation of approvals and Change process by using task based approach with Run scripts in workflows and business rule and client scripting on the Record.   Designed/customized and configuring Workflows, Views, SLA, Hierarchy designing and maintenance, Complex Business

Rules, UI Policies and UI Actions, Reports. Responsible for development of change Process like Propose Change, Freeze and Standard Maintenance Window by creation of tables, forms, Workflows, Business rules and client scripts. Working on creation and customization of complex workflows and custom workflow activities. Worked with transform maps, data sources and different transform scripts for data loads and management. Performed Data loading of CI Attributes for CMDB using Transform Scripts and Import Sets. Web Developer Siemens - Bengaluru, Karnataka July 2011 to December 2012 India. Responsibilities: Implemented Graphical User Interface design and also worked on HTML, DHTML, XML, XSL, CSS and client validations using Java script. Involved in developing Web Services (SOAP) to support internal and external requests. Worked on HTML, CSS, JavaScript, Java, Spring MVC and WebSphere. Implemented the modules using Model-View-Controller (MVC) design pattern. Participated in department wide initiatives to address long term business, technical, and performance goals. Tested the application using Use cases and used Use cases for identify and clarify requirement and also agile methods for building the software. Involved in designing, creating, reviewing Technical Design Documents. Worked with other internal IT teams to complete project activities (Architecture and Database teams) Designed database Queries for updating, insertion and retrieval of asset information and rates. Written Stored Procedures and packages for database operations. Performed Unit and system testing of application code as well as execution of implementation activities. Used jQuery and AJAX for service calls on pages to interact with the server for information. Performed Identification, documentation and estimation of technical tasks of varying sizes and levels of complexity of the project. Used Oracle stored procedures, triggers, functions and packages. Code reviews for the Servlets in order to get high performance and coding Java Classes. Interfaces were developed to the database with the help of JDBC drivers for Oracle Developed user interface screens using JSP, JQuery, JSON, HTML, CSS, JavaScript, AJAX and JSP Custom Tags. Used JDBC calls to update the database at the application server Written UNIX shell scripts to copy the data files from one server to another Wrote SQL queries and PL/SQL procedures for JDBC. Developed SQL queries, Joins, Stored Procedures, Views, Triggers and user-defined Functions using T-SQL to

implement business rules and transformations   Experience with reporting tools like SSRS while creating shared and embedded data sources to pull data into reports from the database Experience in creating several reports using SQL Server Reporting Services and Crystal Reports. Participated and provided feedback in code analysis and reviews.   Installation, configuration and maintenance of Apache-Tomcat.   Designed cross browser compatible web pages.   Developed XML related APIs in Java as XML is the data transfer standard used for communication between applications. Education Bachelor's Skills Service Now(*Geneva), CMDB, Webservices, ITIL, Java, JQuery, Spring MVC, Restful, HTML, CSS, JavaScript, AJAX, SQL.

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