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**SUMMARY**

● With over 7 years of technical experience in several platforms, I take a creative and versatile approach to problems and solutions.

● Have overall development and design experience, including, coding, testing, troubleshooting and configuring and maintaining a platform.

● Strong experience in User Interface (UI) design, information architecture.

● Experience across multiple industries and roles

● Excellent knowledge of all facets of the ServicNow platform

● Ability to optimize images to meet standard requirements of web

● Good understanding of various Content management systems (CMS) and ability to integrate those with existing web-site

● Knowledge and applications of ITSM type implementations and process engineering

● Specializing for last 3 years in **Service-Now** as a Developer and architect.

**Education**

 **Gannon University**

o Masters of Science, Electrical Engineering

 **Singhaghad Institute of Technology**

o Bachelor of Science, Electronics and Telecomunication

**PROFESSIONAL EXPERIENCE**

**Google Inc, Sunnyvale, Ca June 2010 – Current**

***Service Now Developer and Admin***

● Worked with Google core inventory team to design, implement and develop tracking system for global deployment and inventory of all corporate assets on ServiceNow.

● Worked closely with process owners and managers to develop task based applications and created customized solutions to match department specific applications within ServiceNow to support departmental business process and workflow.

● Deployed a centralized management system for efficient reporting and metrics tracking in ServiceNow to achieve maximum proficiency and eliminate redundancy while conforming to ITIL standards and practices.

● Developed client forms and modules as per client requirements.

● Kept up to date with the latest trends in using client and server scripts.

● Designed and implemented conceptual models, and data structures.

● Created Forms, Business rules, client scripts, UI policies, script includes, Global function calls, record producer forms, catalog scripts, tasks, events, email notifications, UI views and workflows.

● Worked with Data import, transform maps and transform scripts.

● Implemented metrics and metric reports for asset management and tasks

● Implemented multiple ACLs and role based security as well as group based security for internal confidentiality

● Used Javascript extensively in development of ServiceNow platform and many other custom built applications utilized and developed in accordance with ITIL standards.

● Worked closely with process managers to identify reporting requirements to best leverage the system.

● Worked with Incident, Service Catalog, Tasks, Configuration item, and Knowledge Management

● Assisted in developing new business processes to fully take advantage of Service-Now’s capabilities.

● Collaborated with the project teams including information architects, visual designers, developers, and quality assurance on requirements and issues to ensure quality and on-time project delivery, data transition and integration, UAT testing scenarios and goals.

● Worked extensively with ServiceNow technical team to debug platform issues and manage system upgrades

● Created and designed implementation for large scale asset management and distribution system for both internal and external users

***Environment* :** ***Service-Now Javascript, Jelly and reporting***.

**InTheMo, Santa Monica, Ca Dec 2009 – April 2010**

***Web Designer/Developer***

● Coordinated development of in-house task based system to assist in deployment of a social website.

● Responsibilities included requirement gathering, gap analysis and documentation using UML (Use cases, Sequence diagrams, Class diagrams)

● Worked closely with developers to ensure system stability

● Designed basic form wireframes using adobe products

● Applied industry best practices and standards when project requirements were lacking

● Worked extensively on debugging CSS cross-browser and UI issues.

● Coordinated with the business analysts and QA group for testing built website for bugs and dev issues.

***Environment* :** ***Adobe Design Suit, CSS, HTML and Visual Studio***.

**American Solutions, Erie Jan 2009 – Oct 2009**

***Remote Support Engineer***

 Responsible for verifying issues and recording error messages to develop solutions of the issues

 Perform the tasks of reviewing, analyzing, and testing bug fixes

 Handle responsibilities of communicating client status update to the project management team

 Perform the tasks of providing support to remote and on-site installation of products

 Handle responsibilities of repairing and maintaining databases and identifying the types of issues and assigning the same to the engineering staff

 Handle first-line technical support to customers in using the applications

 Responsible for coordinating with customer service representatives regarding status of issues

 Create documentation and process documents for training and compliance

 Responsible for testing of software tools and equipment

 Handle the tasks of ensuring that the quality and cost effective production meet the standard guidelines

 Perform troubleshooting and debugging of software to solve system issues

***Environment: MySql and office tools***

**Yeturu-BioTech Hyderabad, India Sep 2006 - July 2007**

***Web Designer/Developer***

● Creating the detailed project plan for the implementation of a materiel sourcing, gathering and storage system.

● Worked with floor supervisors and project leads to gather tracking goals and requirements

● Requirements gathering responsibilities included preparation for long term planning and implementation, with an eye for efficient resource deployment.

● Worked on synchronizing data with existing systems and data validation

● Designed, developed and deployed the intranet based tools for the Quality group

● Interacted with user community to discuss and define project goals and functionality

● Conceptualized user interface elements and design to coincide with the Quality vision and mission statement of the company

● Updated design and layouts, aligning with the feedback received from the users

● Handled updates and other maintenance needsr

***Environment: HTML, CSS, Java Scripts and MySql.***

**SSKC Groups, India July 2005 - Aug 2006**

***Web Designer/Coordinator***

● Set up a system for tracking employee and financial data as well as contractual information.

● Worked on implementing a service-desk to deal with construction and resource management for SSKC group

● Responsible for evaluation and recommendation of new technology for software and hardware needs

● Assist users in creating reports in Access by linking to the database

● Gathering requirements for implementing a third party time tracking system and assisting in connecting to the employee database

● Designed and developed prototypes and templates.

***Environment: HTML, CSS, Dreamweaver, Adobe Photoshop and MCSE.***