

C.KARTHIK REDDY [karthik9989@gmail.com](mailto:karthik9989@gmail.com)

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Software Engineer

**Professional Summary:**

Total experience 6.8 years. 1 year as Java developer and 5.8 years as Service Now professional (development and implementation).

* Experienced in Development and Customization in Service Now.
* Implemented Service Now modules like Asset Management, Project Portfolio Management (PPM), Time Card Management, Agile Development, Enterprise Release Management and Content Management.
* Implemented Service Now modules CSM like Customer Service Management and Field Service Management.
* Implemented ITIL presses like Incident, change, problem, and request in Service Now.
* Have worked on Service Now integration using REST and SOAP.
* Worked on the Performance Analytics (PA) and Reporting.
* Worked on Service Now SCCM and Orchestration integration
* Experience with servers like Tomcat Web server and MID server in service now.
* Experienced in Development of UI using JavaScript MVC model, Ajax, HTML, CSS, Bootstrap, Angularjs, Glide and jelly.
* Ability to learn quickly and applying on new technologies.
* Hard working and taking up the challenges with both individual contribution as well as team work
* Good technical, analyzing capabilities. Team player and self-confidence.

**Educational Qualification:**

**B. Tech in Information Technology**, from Jawaharlal Nehru Technological University, Hyderabad (A.P.)

**Technical Expertise:**

* **Programming Language :** Java
* **Certification** **:** Service now System administrator **,**Mongodb certified
* **J2EE Technologies :** JSP, Servlets, JDBC
* **Web Technologies :** HTML5, CSS3, JavaScript, Ajax, Bootstrap, Angularjs, Glide and jelly.
* **Servers :** Tc Server, Service now MID Server.
* **Tools :** Service now

**Work Experience:**

* Currently Working as Consultant in **Novartis healthcare pvt. ltd, Hyderabad** from **May, 2019** to **till date.**
* Worked as Associate Consultant in **Wipro Pvt Ltd, Hyderabad** from **Jun, 2017** to **Apr, 2018.**
* Worked as Lead Associate in **Genpact Pvt Ltd, Hyderabad** from **Nov, 2015** to **May, 2017.**
* Worked as Software Developer in **RCV Innovations Pvt Ltd, Hyderabad** from **Mar, 2013** to **Fed, 2015**.
* Worked as Software Developer **Visionisys, Hyderabad** from **Mar, 2012** to **Mar, 2013.**

**Project Name:**

1. Customer Service Management (CSM)

2. Field Service Management

3. Project Portfolio Management (Demand, Project, Program, Resource, Agile and Test Management)

4. ITIL Process (Request, Incident, Change and problem)

5. Performance Analytics

6. Asset management

**Responsibilities:**

* Implementing Project Portfolio Management (Demand, Project, Program, Resource, Agile and Test Management).
* Implementing ITIL process (Request, Incident, Change and problem) as per the client business need.
* Customizing the forms and implementing the business logic using Business Rules, Client Scripts, UI Polices, schedule jobs, background scripts etc.
* Creating SLA’s
* Implementing REST and SOAP integrations
* Worked on orchestration integrations to start and stop service, resetting password etc.
* Data migrations from other data scores to service now.
* Implementing Inbound Email actions.
* Implementing schedule notifications jobs.
* Creating service catalog.
* Creating custom chart reports.
* Creating archiving roles the date.
* Designing self-service portal for end users.
* Creating ACL (Access Controls) for end users.
* LDAP integration and other ITSM tool (T-systems and Orange).
* Activate Customer Service Management
* Set up customer information.
* Set up communication channels.
* Create rules to route and assign cases.
* Limit knowledge base access to internal users
* Track and analyze Customer Service case data
* Integration with other applications.
* Handling Deployments based on the server, which has been used.
* Configure dynamic scheduling.
* Activate Field Service Management.
* Configure Field Service Management.
* Configure central dispatch.
* Flow Designer actions.
* Field Service Management integrations.

**Achievements:**

* Service now certified.
* Successfully implemented Service Now ITIL, PPM and CSM for customers.

**Personal Details:**

**Name:** C.KARTHIK REDDY

**Gender:** Male

**Pan Card:** APSPC7680P

**Marital Status:** Married

**Languages Known:** English, Telugu and Hindi

**Nationality:** Indian

**Address:** H.NO: 9-124/A,

Lalitha Nagar,

Dilsuknagar, Hyderabad-60

**Declaration:**

I hereby declare that the information given in this document is true to the best of my knowledge and belief.

(C Karthik Reddy)