**Reddy Mohan Chinthaginjala**

**Phone :** +91-7207267262 **Email :** crmreddymohan@gmail.com

**OBJECTIVE:**

* To achieve a challenging position in the IT industry and to associate myself with an organization, to utilize my expertise in the field of IT to the fullest extent by providing a challenging and demanding work culture.

**Professional Experience**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Designation** | **Experience** |
| **Capgemini** | **Senior Software Engineer** | **May 2014 till date** |

**SUMMARY OF SKILLS:**

* Over 2+ years of hands on experience in Service Now tool.
* Working as a Developer for Service Now .
* A Service Now expert with experience on implementing end-to-end, Service Catalog, Problem Management, Incident Management, Knowledge Management.
* Have good knowledge on C, Java.
* Have good knowledge in web development like HTML, CSS and JavaScript.

### **TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Programming Languages** | Core Java, C |
| **Web Technologies** | HTML, CSS and JavaScript |
| **Development Tools** | Service now |

**Functional and Project Experience:**

**GE Corporate: (NOV2014 – APR2015)**

Project Name : Service Now Build and Implementation

Modules : Infrastructure Service Request

**Roles and Responsibilities**

* Worked on Workflows, ACL’s, Events, Notifications, SLA’s and various client and server side scripts.
* Involved in requirement analysis and development activities.
* Interact with onsite person/functional owner over phone to understand the business processes and new requirements.
* Deployment checklist and test case document preparation.
* Performing unit testing.
* Root Cause Analysis for the Incidents and interruptions in process flow and applying the best practice to improve the process.
* Deployed the developed code to QA/Preproduction/Production instances using Update Sets.
* Providing support during the UAT process and post production deployment.
* Participated in all phases of Development Lifecycle.

**SYNCHRONY FINANCIAL BANK (MAY2015-TILL DATE)**

Project Name : Service Now Build and Enhancements

Modules : Service Catalog

**Roles and responsibilities**:

* Customer interaction and regular participant in all the client calls for requirement analysis and design.
* Worked on all types of scripts like Business Rule, Client scripts, UI Policies, UI Actions and Script Includes.
* Worked on ACLs.
* Worked on Email Notifications and Mail Scripts.
* Designed new Workflows and modifying the existing workflows according to new business requirements.
* Perform Unit Testing.
* Deployed the developed code to QA/Production instances using Update Sets.
* Incorporating the coding standards and best practices in the implementation.
* Worked on Stories, Enhancements and defects modules.

**Personal Information:**

Name : Reddy Mohan Chinthaginjala

Date of Birth : 18/02/1992

Sex : Male

Father Name : C Gangaiah

Nationality : Indian

Languages Known : Telugu, English and Hindi

**Declaration**

I hereby declare that all the details and particulars furnished above are true to the best of my knowledge.

**Yours sincerely,**

**Reddy Mohan C**