

K B Vidyananda Reddy
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CARRIER OBJECTIVE

To work with an organization which offers a challenging work culture and where my professional competencies can be best put to practice for organizational growth.

EXPERTISE SUMMARY

- Having total 3.9 years of experience in the IT industry.
- 3 years' experience in **Service Now** IT Service Management Tool.
- Customizing the forms and Lists of Incident, Problem, Change Management Module
- Creating approvals in work flows and execution plans.
- Customizing and developing for the Service Now Platform using **JavaScript, CSS, HTML** and Other Web Based scripting.
- Having good communication and interpersonal skills with good knowledge of reporting and procedure documentation.
- Customizing forms lists for different applications based on requirement.
- Created Transform maps to import data through import set.
- Created a Reports for **Incident Management**.
- Worked with Import sets, Worked with Update sets, Worked with Record producers.
- Has worked in Incident Management, Problem Management, Change Management
- Using **ACL's** for providing field level security and table level security
- Worked on **Business rules** and **Glide System**
- Created a service requests using maintain items.
- Created Email notifications, sms notifications in Service Now.
- Using Work flow Editor for creating **work flows**.
- Having Knowledge on Rest Web services.
- Responsible in building Catalogs, Catalog categories and Record producers
- Having knowledge on **Order guides, Notifications**.
- Defined **users, groups and roles** and providing accessing permissions
- Participated in validating Form and Table level using UI Policies.
- Hands-on experience in technical implementation of **Incident management, change management, Problem management, Service catalog**.
- Involved in the hands on design and development of the **UI, Catalog, Work flows and Reports** on ashowcase Service now instance.
- Created **UI Actions, UI Policies**.
- Created a Reports for Incident Management.

IT SKILLS

- Primary Skills : Service Now (ITSM) Development, Administration.
- Operating Systems : Microsoft Windows7, Microsoft Windows10
- Languages & Scripts : JavaScript, HTML, CSS.

PROFESSIONAL EXPERIENCE

- Working as a Service-Now Developer/Administrator

DETAILS OF THE PROJECT WORKED ON

Project 1:

Client Name: Mart Talk technologies Pvt. Ltd, Pune

Role: Service Now Developer/Support Engineer

Team Size: 7

Duration: Apr 2020 -Till Date

About Client: We are a team of engineers and designers who build beautiful applications.

We believe the beauty of an application is not only in the user interface but also in the code, performance and maintainability.

We participate in the entire software development life cycle of solutions.

Mart talk Technologies Pvt. Ltd. is a leading website designing company in Pune India

We offer a wide range of best services to the clients such as Website Design, Website Development, E-commerce solution, Word press Development, Website Redesign, Website Optimization, Digital Marketing, Search Engine Optimization (SEO) Website Maintenance for your busin

Roles & Responsibilities:

- Created Tables and ACL's.
- Creation of catalog Items with Variables and Variable sets.
- Created Catalog UI actions and UI policies to make client side changes.
- Created application modules and mobile modules required in the project.
- Worked on creating users, roles, groups and load the data to service-now objects using import set.
- Created update sets, email notifications, and email templates.
- Creating approvals in work flows and execution plans.
- Importing the Data in different formats (Excel, XML,CSV) via attachments
- Customizing forms lists for different applications based on requirement.
- Created Transform maps to import data through import set.
- Created a Reports for Incident Management.

Project 2:

Client Name: Box n Sights Software Technologies Pvt. Ltd, Pune.

Role: Service Now Developer/Support Engineer

Team Size: 4

Duration: Dec 2019 - Feb 2020

About Project: We are a team of passionate individuals that take pride in building high quality, usable, innovative products and provide best in class service to our Customers/Partners.

We specialize in reprising application. We have built a record of delivering profitable growth to our customer partners because we believe in what we're doing. Some of our customers have seen 25% increases in online Sales and up to 40% increase in Profit Margin.

Roles & Responsibilities:

- Creating User Records, Group records
- Incident and Problem Management
- Created UI Policies to make few fields visible, mandatory and vice versa based upon conditions
- Written Client scripts for display and hide of some fields based on some conditions.
- Generate alerts for users help and also applied business rules.
- Moving data in and out of an instance using import sets and transform maps.
- Maintain Service level agreement (SLA) and monitor an SLA Workflow.
- Importing the Data in different formats (excel, XML, csv) via attachments.
- Created a Reports for Incident Management.
- Created SLAs and OLA's, Access controls (ACL).
- Managing client scripts and Data policies.
- Design and Configuration of work flows
- Configuration of Email Notification to alert users on Service Now activities.

Project 3:

Client Name: TARGET Corporation India Pvt Ltd, Bangalore

Role: Service Now Administrator

Team Size: 7

Duration: Sep 2017 - Feb 2019

Roles & Responsibilities:

- Involved in analysis of end user requirements and worked closely with team lead and Business analysts in understanding the current Service now system.
- Monitored and performed Service now admin activities which involve user and group administration.
- Good hands on experience on **ITIL framework**.
- Designing and customizing new **applications and modules** as per the requirements.
- Involved in **creating users, groups, roles** and load the data to service now using import sets on daily, weekly or requirement basis.
- Writing **Business rules, Client scripts, UI policies and UI actions** to customize the instance.
- Involved in configuration of **Email notification and SMS notification** to alert the users of Service now.
- Worked on **Import Sets** to transform data and transform maps.
- Configuring **Service Level Agreements (SLA's)**.
- Creating various work flows for **incident management, change management and service requests**.
- Created homepages including basic reporting, gauge configuration and dashboards.
- Involved in preparing documentation for installation, design and requirements of Service now.
- Created transform maps using **automatic field mapping and scripting**.

EDUCATION

- MJR college Of Engineering and Technology, Piler (B.tech).

PERSONAL PROFILE

Name : K B Vidyananda Reddy
Mobile Number : +91- 9705529607
Email ID : vidyareddy.kb1194@gmail.com
Languages Known : Telugu, English, Kannada &Hindi
Marital Status : Single
Date of Birth : 19-June-1995

Declaration:

I solemnly do hereby declare that all statements made herein are true to the best of my knowledge.

Date:

Place:

(KB Vidyananda reddy)