

Karthek S
Email ID: kartheeksnow1992@gmail.com
Mobile: +91 8147383545

Service now Developer

PROFESSIONAL SUMMARY

- A Qualified IT Professional with **4.6 years** of experience with more than **4.6** of experience as a **Service-Now** suite developer and administrator.
- Experience in working in the **AGILE and Waterfall environments** on various projects.
- Experience in ITSM Suite of applications using ITIL V3.
- Hands on experience on various IT Services of Service-Now tool like **Service Catalog Requests, Asset Management, Configuration Management, Service-Now Administration, Incident and Problem Management, Knowledge Management,**
- Developed solutions using **JavaScript, Web Services**, REST, SOAP and other web technologies to integrate Service Now with internal/ external systems and tools.
- Experience on the **Implementation and maintenance of Business Rules, Client Scripts.**
- Good understanding and hands on experience on **Helpdesk / Service Desk.**
- Development and customization of various **modules** in Service Now to fulfill the client ongoing IT Services.
- Hands on experience developing **CMDB** in Service Now.
- Expertise on creation of **workflows for Service Catalog items** in Service-Now.
- Upgraded to **Istanbul**. Experience working in almost all the **Service Now release environments** i.e. **Jakarta, Helsinki, Geneva, Fuji** etc.,)
- Extensively worked with **JavaScript, AJAX** and **Glide Script** for maintenance of Business Rules and UI policies.
- Good Knowledge in **Object Oriented Programming (OOP)** and **Object Oriented Design (OOD).**
- Good understanding of object oriented analysis design and application development.
- Generated **JavaScript's** to create **Business Rules, Client Scripts, UI Policies** and **UI Actions.**
- Managed roles and permissions, group creations, **ACL's (access control lists)** and **Service Level Agreements (SLM).**
- Good Understanding and hands on experience on **Employee Self-service (ESS) portal.**
- Service-Now **Administration** and **Production** support including maintenance of lower life cycle instances.
- Migrated **update sets** among various Service Now Instances.
- Experienced in **complex transform scripts in transforming the data** into the **SNOW database.**
- Experience in working with **Content Management System (CMS)** using **Jelly Script** and **UI Macros.**
- Managed **scheduled jobs, import sets and transform maps** to maintain integration with associated databases.
- Integrated **Service Now** with **third party tools/applications** using **REST API.**
- Installed **MID Servers** and **scheduled discovery** to find available devices in the network.
- Hands on experience adhering with **SDLC processes** like **Waterfall, Agile, Test Driven Development.**
- **Strong team player**, ability to work independently and in a team as well, ability to adapt to a rapidly changing environment, commitment towards learning, Possess excellent communication, project management, documentation, interpersonal skills.

EDUCATION

- **Btech ECE** from **Jawaharlal Nehru Technological University Anantapur, 2013- 71%.**
- **12th – 2009 -90.2%**
- **10th – 2007- 80.2%**

TECHNICAL SKILL SET:

ITIL

ITSM, Service Now, JavaScript, HTML, CSS, ITSM Suite, HP Service Manager

Programming Languages

C, C++, Java, J2EE, SQL, PL/SQL

Scripting Languages

JavaScript, HTML, CSS, Ajax

Databases

Oracle 8.x/9i/10g/11g, SQL

Web/Application Servers

Web Logic , Apache Tomcat

PROFESSIONAL EXPERIENCE:

Worked as **Software Engineer With BSG Technology Pvt Ltd Bangalore** from June 2016 to till date

**Project: MaryKay, Addison,
Senior Service Now Developer****2019 - 2020**

MaryKay is one of the leading companies in the world that sells cosmetic products. It is an American privately owned direct sales company.

Responsibilities:

- Working with client and functional requirements within Service Now.
- Facilitating rollout of new applications and modules.
- Design and implement new functionality using Business Rules, UI Policies, and Access Lists etc.
- Service Catalog and Request Workflow Design and Configuration.
- Experience with Service Watch a plus.
- Customization of from design and layout for various ITIL process for incident management, Knowledge management, change management, Asset management and service Catalog.
- Enhanced the existing LDAP integration and modified business rules.
- The service we also provide to clients is a semi managed service for administering their Service desks that has been implemented. This includes various administration tasks within Service desk software.
- Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
- Created Buttons and context menus both on form and lists using UI actions
- Designed many email templates by using html and jelly scripting and used them in notifications
- Written script includes and involved them in business rules and client scripts
- Imported Active Directory to Service now using data sources.
- Created data sources and loaded the Service-Now tables with different data formats
- Created transform maps both automatic field mapping and scripting.
- Worked on Fuji Version. Also, worked on Asset Management and loaded the data into it.
- Involved in Angular JS developing services, controllers, directives, custom directives, UI routing, isolated scope, Filters, Digest cycle and performing Angular JS validations.
- Integrated Fire eye tool with Service-Now using Email integration i.e. inbound actions scripting.
- Worked on the integration of Service Now with Siebel, integrated Service Catalog and Incident module.
- Maintain and support Service Now operational functions.
- Develop, test, and support new Service Now operational functions and modifications to existing functions.
- Integrated Fire eye tool with Service-Now using Email integration i.e. inbound actions scripting.

Deploy new releases and enhancements into the Service Now live environment.

**Project: ABB - Los Angeles, CA.
Senior Service Now Developer****2018 – 2019****Responsibilities:**

- Hands-on expertise implementing end-to-end Service Catalog, Incident Management, Change Management, Release Management, Problem Management, Configuration & Asset Management, Knowledge Management, HR module and extensive knowledge on Content Management System and Service Portal.
- Participated in business meetings.

- Gathered requirements from the Business Team and created technical, functional specification documents.
- Created innumerable new Service Catalog items, Order Guides, Record Producers and modified various existing ones as per the user specifications.
- Created Order Guides for New Employee and Contractor On boarding, Terminating Employee and Transfer of Employees.
- Involved in developing the Employee Self Service Portal (ESS) using Content Management.
- Designed and developed several Standard Workflows which can be re-used for various catalog items .
- Worked on the Enhancement backlog (backlog items).
- Developed and configured Business Rules, Script Includes, UI Policies, Catalog UI policies, UI Pages, Style Sheets, Catalog Client Scripts, Client Scripts, UI Actions, UI Macro, Dynamic Content etc.,.
- Hands on expertise in development using HTML, JavaScript, CSS and Angular JS.
- Worked on creating users, roles, groups and Configured LDAP Server and LDAP Listener for updating the user and group table record.
- Handled Production Releases every two weeks.
- Developed necessary development documentation as needed (e.g. technical design, developer notes, etc.)
- Loaded Assets and Configuration Items, Created relationships between CIs and Assets.
- Imported Configuration Items (CI) from third party applications using import set tables.
- Generating weekly reports and metrics for IT management.
- Involved in integrating third party tools using web services.
- Experience developing CMS in ServiceNow.
- Installed MID Servers and scheduled discovery to find available devices in the network.

Project: Lendlease, Australia
Senior Service Now Developer

2016-2018

Lendlease Group is a multinational construction, property and infrastructure company.

Responsibilities:

- As a part of support activity resolve incidents by provided with proper root cause investigation.
- Perform day to day administration of the Service-Now tool Maintain business services and configuration item relationships in Service-Now tool.
- Developed Service Catalog items based on the requirement provided by the stakeholders.
- Develop necessary development documentation as needed (e.g. technical design, developer notes, etc.)
- Created roles, views and user groups pertaining to the use cases. (Fuji and Eureka)
- Performs core configuration tasks including System policies, Business rules and Client scripts.
- Manages users, groups and roles.
- Advanced Schedule jobs and Business rule creation.
- Manages data with Tables, the CMDB, Import Sets, and Update Sets.
- Creates Workflow activities and approvals. Implement new workflows that use a variety of activities to understand how records are generated from workflows.
- Coordinates Service Catalog options, including two-step checkout, cart controls, and variables.
- Investigate performance issues, learn troubleshooting tools, and use system logs to find issues.
- Develops and improves user systems procedures, and prepares systems documentation.
- Coordinates installation of ServiceNow upgrades and/or service packs. Develops and manages the preparation of systems, test criteria and control for upgrades, service packs, new functionality, enhancements or error correction.
- Develops and improves user systems procedures, and prepares systems documentation.
- Establishes and maintains effective communications with customers, other technology specialists, and vendors about services.
- Used Transform maps to import Data to Configuration Management in ServiceNow.
- Maintaining product catalog to import the configuration item records in ServiceNow.
- Created notifications based on user requirements and also configured inbound email actions to create incidents or requests.
- Integrated with BMC Remedy using SOAP Messages and Scripted Web Services.

Environment: Service Now, Webservices, SOAP, XML, HTML, ITIL, SCRUM

