Name: -Dheeraj P

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**Experience Summary:**

* Overall, 8+**years** of Professional IT Experience in ServiceNow platform as both Developer and Administration.
* Experience In Implementing ITSM Modules (Incident Management, Change Management, Problem Management, Knowledge Management, Service Request Management, Event Management etc.) using ServiceNow.
* Experience in designing, developing, customizing & administering Case management and Knowledge Management in ITOM and ITSM.
* Experience in handling tables on CMDB and had a profound knowledge on DISCOVERY.
* Experience in Asset Management, Working on CMDB activities including CI relationships.
* Written Client Scripts, UI Actions and Script Includes for customizing the tool.
* Participated in validating Form and Table level using UI Policies.
* Responsible for building Catalogue Items and Record producers using Variables and Variable sets.
* Creating transform maps and Import sets for uploading bulk data through sheets.
* Experience in creation of Record Producers and Catalogue Items using Variables, Variable Sets.
* Working with schedule jobs, events, and triggers to manage business needs.
* Experience in analysis existing Access Control Lists and creating new ACLs.
* Involved in client discussions about requirements discussion and provide solutions to them.
* Involved in creation of ServiceNow Applications, Modules, tables, columns as per requirements.
* Skilled in building custom widgets using HTML, CSS, and JavaScript to meet specific business requirements for customize ServiceNow applications.
* Using Workflow Editor for creation and customization of complex Workflows and custom workflow activities.
* Proficient in Java for backend development, enabling seamless integration with ServiceNow applications.
* Experience in working on the ITIL processes configuration like Incident, Problem, Change management, Knowledge Management.
* Proficient in designing and developing Service Portals on the ServiceNow platform.
* Granting ITIL access automatically via Service Request.
* Strong expertise in JavaScript, HTML, CSS, and Glide API, leveraging these skills to develop innovative and user-friendly ServiceNow applications and workflows.
* Experience in Workflows, SLAs, Import Sets and Update Sets.

**CERTIFICATIONS**

* + Service Now Certified System Administrator.
  + Service Now Certified Application Developer.
  + Service Now Implementation specialist.

**Project Summary:**

**Project #1**

**Client**: **AVON**

**Duration: May2022 to till date**

**Role : ITSM/ITOM – ServiceNow - Architect**

**Roles and Responsibilities:**

* + Re designed Change Management to address additional business processes.
  + Used Glide Record to retrieve and update data on different business conditions.
  + Performed and coordinated Instance upgrades to latest versions.
  + Created homepages including basic reporting, gauge configuration and dashboard presentation.
  + Coordinating and working with team, Business Analysts, and project managers in gathering requirements and business needs required for the project.
  + Performed the task of using Discovery to load configuration information to CMDB.
  + Configured Event Management (ITOM) by configuring Connector Instances and Connector Definitions.
  + Configured ServiceNow discovery and orchestration Performs integrations and process automation using ServiceNow Orchestration.
  + Responsible for the implementation of Service Now ITS suite, Discovery, CMDB, Event Management.
  + Experienced in creating SLAs, schedules and attaching schedules to the SLAs.
  + Experienced in handling update sets. Merging, Retrieving, Promoting update sets from one environment to another.
  + Responsible for generating reports using tables and data sources in Service Now.
  + Involved in ServiceNow upgrade activities. Integrated service watch with monitoring solutions.
  + Worked on Service Mapping to define business services, troubleshoot the discovery and mapping process as well as create new discovery patterns.
  + Worked on configuring and customizing forms for various applications like incident, Change and Service Catalogue.
  + Experienced in writing and enhancing client scripts, business rules and script includes.
  + Implemented Workday Integration for Business Assets synchronization.
  + Designed and developed custom application internal business processes.
  + Experienced in redesigning workflows and finding different approaches to modify complex workflows into simpler forms.
  + Created Workflows, Sub flows and Tables in both Istanbul and Jakarta.
  + Managing Service Now CMDB data using Web services, scheduled imports and exports and transform maps.
  + Created custom scripts for TSM monitoring, reporting, and event notification, enhancing operational efficiency.
  + Capable of leveraging AngularJS or ReactJS for dynamic content rendering and data manipulation.
  + Created various UI policies and UI actions experienced in writing advanced UI policy and UI action scripts.
  + Created notifications based on business needs and also configured inbound email actions to create incidents or requests.

**Project #2**

**Client**: **AirBus**

**Duration**: **July 2020 to May2022**

**Role :SN-Developer (ITSM/ITOM)**

**Roles and Responsibilities:**

* + Customization of Modules working on Workflows using Service-Now Business Rules, UI actions & UI polices and client scripts.
  + Working on Service Catalogue Items. Customization of Catalog items, with defined workflows, creation of record producers.
  + Worked on UI policies, UI Actions, Flows Designer, Client Scripts, Data Policies, and Business Rules. Worked with Service Level Agreement (SLA).
  + Working on Forms, Form Layouts, related lists of Service Now.
  + Working on CMDB activities including CI relationships.
  + Working on Scripting part such as Business rules and Client scripts. Also worked on Inbound Action scripts.
  + Created Email notifications, Email Templates and Mail Scripts, trigger email notifications from server-side scripts. Created and customized all the Notifications.
  + Working on custom app development such OOB tables and working on data migration and movement from the existing table.
  + Provide Table level and Field level security by Access Control List (ACL).
  + Working on Access Controls, Service Level Agreements, Surveys, and part of reporting.
  + Providing solutions to enhancement requests by developing with JavaScript and implementing workflows on Service Now.
  + Creation of user accounts, groups, roles, creating new and updating existing catalog items. Created, published & retiring knowledge base.
  + Worked with Transform Maps, Data Sources and different transform scripts for data loads and management.
  + Skilled in building interactive and high-performance user interfaces using ReactJS.
  + Created functional and technical specifications documents for ServiceNow Modules.
  + Moving of update set from instance to instance.

**Project #3**

**Client: Kodak**

**Duration**: Sep **2017 to June2020**

**Role**: **Service Now Developer**

**Roles and Responsibilities:**

* + Developed Service Catalog items, Order Guides, Record Producers, Variable Sets, UI Policies, Data Policies, UI Actions, ACL’s, Client Script, Script Includes, Business Rules, Transform Map and Web Services
  + Experience in integrating HTML elements with ServiceNow platform for a seamless user experience.
  + Update set capturing and moving customization to different instances.
  + Created workflows to automate approval processes.
  + Familiar with SLA definition, emails Notification, web services integrations using SOAP and REST.
  + Configured Notifications, Approvals based on client requirement.
  + Solid working experience on different modules of ServiceNow.
  + Good knowledge and understanding of ITIL process.
  + Interacting with functional owners to understand the business requirements.
  + Developed Catalogue Items, Record Producers, Order Guides.
  + Experience on Service Catalogue, Record Producers, Order Guide, Workflow, Transform Map, Scripting/Customization Knowledge in ServiceNow.
  + Experience on Client-Side Scripting such as Client Script, UI Policies, UI Action, and Server-Side Scripting such as Script Include and Business Rules.
  + Fair Knowledge of Web Services, Email Notifications and Scheduled Jobs and Reporting.
  + Experienced in integrating Service Portals with backend systems using RESTful APIs and other integration methods.
  + Knowledge on Incident, Problem, Change and Knowledge management streams and SLA definitions.

**Project #4**

**Client**: **Kingfisher**

**Duration**: **July 2015-Aug 2017**

**Role: Admin/Developer**

**Roles and Responsibilities:**

* + Participated in the full SDLC Requirements Gathering, Analysis, design, and coding, testing, training and operational support.
  + Implemented the Incident Management, Problem Management, Knowledge Management, User Administration,
  + Worked on configuration and Asset Management along with reporting module.
  + Worked on software configuration/ customization including UI customization, workflow administration, data imports, custom scripting, third party software integrations, implementing new functionality, homepage customization.
  + Created notifications based on user requirements and configured inbound email actions to create incidents or requests.
  + Created schedules, reports and monitored performance of Service-Now.
  + Involved in service Catalog design and workflow design based on the approval and fulfillment process.
  + Gathered requirements, analyzed and implemented Incident, Change, Problem, ESS, Knowledge Base, Service Level Management, Email notifications.
  + Implemented security scheme and controls by using contextual security, control systems and data security.
  + Worked on Reports, Service Level Agreement, Notifications, and Alerts.
  + Development of requirement integration components
  + Creating custom applications on the ServiceNow service Automation Platform using the Create Now Development Suite.
  + Configuration/ customization including UI customization, workflow administration, data imports, custom scripting, third-party software integrations.
  + Created Dash boards on business requirements.

**DECLARATION**

I hereby declare that all the above information furnished is true to the best knowledge.