# Neeraja Reddy

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# Summary:

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# Looking forward to associate myself with an organization where there is an opportunity to share, contribute and upgrade my technical skills for development of self and organization.

Service-now Experience:

* Extensive Experience on Incident, Problem and Change management.
* Moving the code from one instance to another instance by using update sets.
* Hand on experience to upload the data in bulk by using import sets.
* Sometimes will add the roles to the groups and users.
* Valuable experience on Access Control List (ACLs).
* Hands on experience on Data policy, UI policy.
* Experience on roles, assignment groups.
* I have done an email automation to create record in bulk.
* For this user will send email with the specified subject so the automation will work to create records in bulk.
* Hands on experience on create custom table, custom fields.
* Hands on experience on dictionary override.
* Hands on experience on creating reports and scheduling those reports as per the reports.
* Hands experience on creating email outbound and inbound email notifications.
* Experience on SLA creations as per the new requirements.
* Good Experience on workflows and Order guide.
* I have hands on experience on scripting like business rules, client scripts and script include.
* Valuable experience on Service catalog, record producers.
* Good knowledge on Flow design.
* I have also involved in upgrade of projects.
* Sometimes i will create case in the vendor portal (i.e HI portal) for any issue or support.

# Experience:

* Working as Software Engineer in Vayuja Info Solutions from May,2018 to till date.

**Platform and System administration Experience:** User Administration, Security Management (ACLs), Platform Administration (cloning) Reports, Dashboards, Performance Analytics etc.

**ITSM Process Experience:** Incident Management, Problem Management, Change Management, Service Level Management, Configuration Management.

**Development Experience:** Service Catalog Management, Reporting, User Administration, Email Notification, Workflow, Client scripting, Business Rules, UI Policy-Actions, UI Actions.

# Educational Qualifications:

* Master of Computer Applications(MCA) from Osmania University.

# Technical Skills:

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| --- | --- | --- |
| Primary skill | : | ServiceNow Development & Implementation |
| Scripting | : | JavaScript, Ajax, HTML, CSS. |

## Applications:

* Incident Management.
* Problem Management.
* Change Management.
* Service Level Agreements.
* Service Catalog.
* Service Portal.

**Project 3:**

Client : Signify.

Role : ServiceNow Developer/Administrator Technology : ServiceNow Tool, Java Script.

Duration : Sep 2021 – Till date.

# Responsibilities:

* Created custom Applications and respective Business Rules, Client Scripts, UI Policies and Data Policies.
* Working as Catalogs, Categories, Items, Order Guides and Record Producers.
* Implementing workflow for life cycles for different catalog items.
* Created the user Manuals, Test Case Documents, Requirements documents.
* Performed Integration with LDAP and Web Services.
* Created Email Notifications, Choice Lists, In and Out Bound Email configuration.
* Worked on different types of ACLs.
* Defined Scheduled Reports, Data base Views and Schedule Jobs.
* Created Client Scripts, GlideAjax and Scripts Include.
* Did Assignments Rules and Reference Qualifier.
* Created new standard change templates as per the new change flow.
* Performed Clone activities in lower environments like Dev and Sandbox.
* Supported Version upgrade activities.

# Project 2:

Client : CELCOM NETWORKS SDN BHD

Role : ServiceNow Support/Administrator Technology : ServiceNow Tool, Java Script

**Duration : July 2020 – Aug 2021**

# Responsibilities:

* Responsible for implementation and support of Service-Now ITSM modules - Incident, Change, Problem, Knowledge and Service-Catalog and Configuration.
* Identified the users, groups, categories and followed the ITIL standards while designing these solutions.
* Used system logs to view information about system activity i.e Work Flow, Configuration, Transaction, Email, Events, System and Upgrade logs.
* Worked on UI customization's for forms, lists and UI actions as well as Business Rules, Script Includes, UI Actions and all scripted aspects of ServiceNow.
* Developed and delivered small/medium enhancements/projects to support/align with client business needs.
* Created new Service Catalog items and applied workflow as per the requirement.
* Worked on Inbound email actions, Notifications
* Knowledge on Import Sets and created Transform Maps
* Implemented UI actions, UI policies based on the requirements
* Worked on Business rules
* Created Client scripts, script includes based on the client requirement
* Created SLAs for Incident and Requested Items based on the requirement
* Implemented Schedules and Schedule Entries
* Post Implementation worked as ServiceNow Administrator and supported any issues and re- solved them accordingly.

# Project 1:

**Project**: Distrelec

**Role:** ServiceNow Admin/ Developer

**Tool:** ServiceNow

**Duration:** May 2019 – June 2020

**Client:** Distrelec

# Responsibilities:

* Worked as support admin for 6 Months. Resolving customer queries, resolving incidents in time to meet the SLAs.
* As part of development, worked on stories and completing them on assigned sprint.
* Service-Now consultation and implementation.
* Working with functional requirements within ServiceNow for on modules like Catalog Management, Incident, Change, Service portal.
* Production release support.
* Fixing bugs.
* Working on user requirements.
* Documentation of changes and new development as technical and functional specs.
* Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, and Access Control Lists.
* Service Catalog and Request Workflow Design and Configuration.

Personal details:

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| --- | --- |
| Name | Neeraja T |
| Nationality | India |
| State | Andhra Pradesh |
| City | Guntur |
| Languages | English,Telugu |