Harishanker Tripathi

ServiceNow Developer

ServiceNow Developer with close to 3.5 years of experience in designing, implementing and administering various ITSM, CSM and Integration solutions. Areas of expertise include ServiceNow Custom Applications, Integrations, Service Portal, Incident/Problem/Change Management/Case Management with excellent debugging and testing skills.

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SKILLS

ServiceNow Scripting | JavaScript | AngularJS | Service Portal | Custom Scoped Applications | HTML5

CSS3 | Bootstrap 3 | Flow Designer | IntegrationHub | Virtual Agent | HighCharts

WORK EXPERIENCE

Software Engineer - ServiceNow
Infogain

12/2019 - Present   *Noida, India*
Client: NetApp

Key Responsibilities and Contribution:

- As a ServiceNow Developer worked on user stories for enhancements, bug fixes and requirements.
- Working with process owners and business service analysts in understanding the functional requirements and thus, converting this into technical designs.
- Maintain and enhance various modules like Incident, Problem, Change Management and Case Management.
- Customization using Business rules, script includes, client scripts, UI policies. data policies, widgets and other components. Unit testing of each component implemented.
- Working with ServiceNow HI Support team for various problems related to ServiceNow.
- Creating and managing Inbound email actions, email notifications, email templates for multiple IT modules.

Associate Software Engineer
InfoBeans Technologies

03/2018 - 11/2019   *Indore, India*
Client: DHL Germany

Key Responsibilities and Contribution:

- Implementation and Administration of ServiceNow.
- Handling Stories and Defects.
- Created Catalog Item, Record Producer , Workflows, and UI macros.
- Customization of Widgets and Pages in Service Portal.
- Created complex Workflows, UI scripts.
- Created Client Scripts, Script Includes, UI policy, UI Actions, Scheduled Jobs, Script Actions, Email Scripts, Business Rules, Notifications and Access Controls.

PROJECTS

NetApp Keystone CSM Maintenance (06/2020 - Present)

- **Key Tasks:**
- **ServiceNow-OpsRamp Integration –** Successfully connected ServiceNow instance with OpsRamp cloud monitoring system using REST web services. The goal was to monitor NetApp Storage Clusters and sync it in ServiceNow CMDB and proactive incident detection to allow quick, reliable services while minimizing impact in services.
- **ServiceNow-MS Azure Dynamic Translation Integration -** Successfully Integrated MS Azure translation service with ServiceNow for on demand translation of fields, and Activity streams in preferred language of user, Created a custom solution using dynamic translation API for sending emails in user's preferred language, the goal was to provide quick and superior customer service to customers with language barriers.
- **Translation of Instance to Japanese language -** Translated all the components including portal to Japanese language. Created a custom design to translated dynamic part of outbound emails to the preferred language of the recipient.
- Process Optimization between CSM and ITSM applications.
- Customization of normal and emergency change process and workflows.

NetApp Enterprise Automation (12/2019 - 06/2020)

- **Key Tasks:**
- **ServiceNow- SAP Ascend Integration –** Successfully connected ServiceNow instance with SAP Ascend system using REST web API. The goal was update a single record through catalog item form or bulk update through excel upload. created a unique solution to parse and detect correct excel template and data in excel before submission of catalog item. Integration type - **REST API.**
- **ServiceNow- SAP HANA Database integration -** Successfully Integrated SAP HANA database with ServiceNow for database cloning request management through catalog item in ServiceNow the goal was to create a system which allows to clone databases for source to target system in Hana after proper approval in ServiceNow. Integration type - **REST, JDBC and Power Shell.**

Custom Scoped Application Development for InfoBeans (04/2019 - 11/2019)

- **Key Tasks:**
- **Reporting Cloud Integration -** Requirement was to send a word file as an attachment on incident form whenever assignment group changes and trigger a notification.This email should state that the Incident is assigned to your group and should have a Word attachment that contains the detail of all the Incident form fields in a properly aligned. The word file can be generated with the help of Reporting Cloud APIs. Created a Business Rule which sends the data of current incident to Reporting Cloud and get response in base64. Used Reporting cloud merge API as an end point in Rest message and used HTTPS POST method.

Catalog Management and for DHL Prague (03/2018 - 04/2019)

- **Key Responsibilities and Contribution:**
- The implementation involved creation and modification of a highly customized Service Catalog portfolio. The catalogs were made based on business requirements from users from different locations.
- There is extensive implementation of Service Portal with dynamic and responsive widgets which included inter-widget communication. The implementation enhanced the user experience and a smart categorization logic was implemented to display the inventory based on the user's preference and location. The widget includes pagination as well as proper navigation to different services.
- This implementation leveraged the ITSM capabilities of ServiceNow in the following areas: Catalog Management , Catalog tasks, Notifications and Service Portal.

CERTIFICATES

ServiceNow Certified Implementation Specialist - IT Service Management (02/2019 - Present)

ITIL V3 Foundation Certified (06/2019 - Present)

ServiceNow Certified System Administrator
 (04/2018 - Present)

HONOR AWARDS

Budding Engineer Award
Infogain
- Received 'Budding Engineer Award' in year 2020 for hard work and dedication at Infogain.

Spot Award
InfoBeans
- Received 'Spot Award' award in year 2019 for good work in Custom Scoped Application Development project at InfoBeans.

LANGUAGES

English
Full Professional Proficiency

Hindi
Native or Bilingual Proficiency