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Professional Summary

- Over 11 plus years of strong IT experience in Software Design, Development, Analysis, Testing and Implementation.
- Over 6 years of experience in the ServiceNow platform as a ServiceNow Administration, ServiceNow Developer, and ServiceNow Consultant.
- ServiceNow experience in Design, Development, Deployment, and Post-Production support.
- **Certified ServiceNow System Administrator.**
- **Strong communication skills, with the ability to convey concepts/requirements between Technical and Non-technical Stakeholders.**
- Design & Development of Enterprise Business Solutions in ITSM, ITOM & HRSD.
- Developed Content Management Systems, involving Layout Design, UI Pages, CSS, and Service Catalog configurations.
- Developed appropriate components offered by ServiceNow to answer the needs for Business Workflows, Ticketing, and other ITSM requirements.
- Developed JavaScript and configuring Workflows to implement additional features, and customizations and enable process flow.
- Configured Service Level Agreements (SLAs) to define Service Standards and Improving Service Quality and Customer Satisfaction.
- Created Design Patterns & Implementation plans for ServiceNow enhancements.
- ITSM Module experience working on Configuring Incident, Problem, Change and Knowledge Management modules based on IT & Business requirements.
- ITOM Module experience working on MID Server Installation, Discovery, Service Mapping and Orchestration applications.
- HRSD Module experience working on allowing users to standardize Documentation & Fulfillment of Employee inquiries and requests in the legacy version.
- CSM Module experience working on Creating and Maintaining multiple business rules running on core CSM tables.).
- Integrated ServiceNow with 3rd Party Applications like JIRA & Slack using REST, SOAP services and Integration Hub.
- Gathering requirements and converting BRDs into Technical requirements.

Technical Skills

ITSM Tools	ServiceNow, BMC Remedy
Web Technologies	XML, HTML, Java Script.
Database Tools	Oracle 9i/10g/11g, SQL Server-2000/2005
Operating System	WindowsNT/2000,HPUNIX(UNIXShellScripting).
Tools	Quest TOAD, SQL Developer, PL/SQL Developer, SQL*Plus, SQL*Loader
ScriptingLanguages	JavaScript
Defect Tracking	LoadRunner,QuickTestPro(QTP)
Configuration Tools	Rational Clear Case LT, Visual Source Safe (VSS), Rational Requisite Pro

Professional Experience :

Wells Fargo (Remote Contracting Role)
Sr.ServiceNow Developer
Location: Dallas, TX

Jan 2022 – May 2024

Responsibilities

- Maintaining Data integrity in CMDB using (Identification and Reconciliation) IRE process.
- Designing and Implementing new functionality using Business Rules, Workflows,Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes.
- Created customized widgets for users to access specific platform features using Service Portal.
- Implemented ServiceNow integrations with External systems, leveraging the MID Server for seamless data exchange and process automation.
- Executed DISCOVERY set up and checked for Connectivity.
- Activated plugins for DISCOVERY by creating DISCOVERY schedules and IP ranges for each Data center.
- Installed MID Servers in Client Servers and configured LDAP to access the Active Directory for User & Groups provisioning.
- Developed scheduled jobs to automatically populate CMDB fields with Default values, streamlining CI attribute management.
- Crafted a reliable CMDB through Discovery tools, Established CI relationships, and facilitated Service Mapping for Dependency Analysis.
- Develop necessary development documentation as needed e.g. Technical design, Developer notes.
- Configured Event Management by configuring Connector Instances and Connector Definitions.
- Orchestrated extensively on IRE process to maintain a Clean and Accurate CMDB.
- Skilled in conducting Risk Assessments, Vulnerability Assessments, and Gap Analyses.
- Facilitated setting up of Service portal content so that it's only available to authenticated users.
- Performs Core Configuration tasks including system policies, business rules, and client scripts.
- Utilized ITOM tools to proactively identify and resolve service-impacting events, reducing Mean Time to Repair (MTTR) and improving system availability.
- Collaborated with IT teams to establish ITOM best practices and foster a culture of continuous improvement.
- Supervised routine reconciliation and verification processes to ensure CMDB data accuracy and compliance with organizational standards.
- Took part in CMDB workshops to Streamline the CMDB Data in ServiceNow for Customers and remove Duplicate CI's

Ameren (Remote Contracting Role)
Position: Sr. ServiceNow Developer
Location: St. Louis, MO

Jul 2019 - Nov 2021

Responsibilities

- Designed and Configured HR service catalogs, including cases related to Employee Onboarding, Benefits, and HR inquiries.
- Developed Custom Workflows, business rules, and UI policies within ServiceNow to streamline HR service delivery and ensure compliance.
- Designed and Configured HRSD modules in Now to automate and streamline HR processes such as onboarding, offboarding.
- Implemented and customized Human Resources Service Delivery (HRSD) module in ServiceNow to automate HR processes and enhance employee service.
- Integrated HRSD with other modules like Incident, Knowledge Management to provide a seamless user experience and improve operational efficiency.
- Collaborated with cross-functional teams to develop and implement HRSD process improvements
- Integrated HRSD with other ServiceNow modules and third-party systems to enhance data synchronization and service delivery capabilities.
- Provided technical expertise and support for HRSD-related initiatives, including system configuration, data migration, testing, and end-user training.
- Demonstrated excellent communication, interpersonal, and problem-solving skills to deliver exceptional HRSD service to employees.
- Perform day-to-day administration of the ServiceNow tool Maintain business services and configuration item relationships in the ServiceNow tool.
- Responded to employee inquiries and resolved HRSD-related issues in a timely and efficient manner
- Maintained accurate and up-to-date employee records in ServiceNow HRSD
- Worked on third-party integrations like JIRA, and Slack.

IBM (Remote Contracting Position)
Position: ServiceNow Developer
Location: Dallas, TX

Oct 2017 - Jun 2019

Responsibilities

- Designed and Implemented CSM solutions in ServiceNow to streamline customer support processes and improve service delivery metrics.
- Configured the Business Rules, Client Scripts, UI Policies, and Access Lists in ServiceNow.
- Orchestrated Creating Users, Roles, Groups, and Configured LDAP Server and LDAP Listener for updating the user and group table record.
- Configured Customization, Workflow Administration, Data Imports, and Custom Scripting using JavaScript.
- Facilitated the configuration and maintenance of ServiceNow instances, focusing on CSM module enhancements and support.
- Provided technical support to customer service teams, resolving issues related to CSM functionalities and ensuring optimal system performance.
- Participated in testing and deployment activities for new CSM features and enhancements.
- Experience creating customer facing portals using Content Management Systems in SNC
- Support and enhance existing Customer Portals using ServiceNow CMS functionality including Jelly Script, UI Macros, custom Script Includes and roles
- Performed Day to day ServiceNow Administration activities.
- Involved in customizing the form design and layout for Incident, Problem, and Change Management.
- Performed admin setups during instance upgrades and cloning.
- Responsible for analyzing, designing, and developing business applications that

Cisco, San Jose
Position: IT Developer
Location: San Jose, CA

Mar 2012 - Sep 2017

Responsibilities

As an IT Developer, I am Involved in the Implementation, Customization, Development, and Support of Oracle Applications. My role also was to support the applications used in Manufacturing . Process Global scheduling to ensure the maximum possible availability. Analysis, Design, and Development of new applications and tools to improve business processes, productivity, and efficiency. Oracle Manufacturing & Order fulfillment Module Implementation.

Education:

MS in computer science from San Francisco Bay University
Bachelor of Engineering in Electronics and Communications