**Ahmed Khan Mohammed**

**Sr ServiceNow & Incident Manager**

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**PROFESSIONAL EXPERIENCE**

* Over 9+ years of Experience in Configuring Applications using **Service**-**Now** tool, used in **ITIL** Management. Strong understanding of **ITIL** V3. Deep functional and technical knowledge of the **Service Now** **platform** as well as experience delivering medium to large-scale **Service Now** implementations.
* In-depth knowledge of the technical implementation of Discovery, **Incident** Management, Change Management, **Service** Catalog, Reporting, and Integrations includes **LDAP, Altars, SAML 2.0 and SCCM.** Working knowledge of Microsoft **SCCM** Expertise on creation of workflows for **Service** Catalog items in **ServiceNow**.
* **ServiceNow** Administration and Production support including maintenance of lower life cycle instances. Experience in **SQL** **Server** 2008 and **MySQL** databases and writing complex **SQL** queries. Configuration Development and development of Requirement Integration components (SSO, LDAP).
* Assist clients address business needs through the **application** of the **ServiceNow** **platform** in support of **ITIL** best practices.
* Experience within the **ITSM** environment such as **ServiceNow**-Siebel, **ServiceNow**– **Webservices** integration with third party **application**, HP SM - MS exchange.
* Expert on **ServiceNow** Discovery module, comfortable deploying discoveries in a multi-datacenter environment. Proven **ServiceNow** implementation experience.
* Functional knowledge and implementation experience of **IT Service** Management (**ITSM**) **frameworks** and demonstrated project management skills and experience working directly with customers and clients. Hands on experience in web development using **HTML**, **JavaScript**, **jQuery**, Jelly, **Ajax** and **CSS**.
* **ITSM**, ITAM, ITOM, ITBM, GRC, **CMDB**, PM, CMP, CSM, FSM, **HR**, PA, Discovery, Edge Encryption, Sec-Ops, **Service** Mapping - implementation, automation and integration projects on behalf of customers and partners. End-client projects: Enterprise implementations via **Service** **Now** partner’s ecosystem.
* Leveraging knowledge and experience to deliver end-to-end methodologies within **Service** **Now**, which includes architecting technical implementation of IT Infrastructure Library (**ITIL**) processes, organizing and prioritizing development effort, interfacing with vendors and management, and coordinating effort of administrators. Expertise in Multiple CMS tools. (Jelli, Glide) Functional knowledge and implementation experience of **ITSM** **frameworks**.
* Understanding of **IT service** management (**ITSM**) and the **ITIL** business process. Maintain **service** level agreement (SLA) and monitor an SLA **workflow**.
* Experience in Implementation, Integrations and Configuration of different modules of **Service**-**Now**. Familiar with **ServiceNow** Content Management System (CMS). Experienced in the **System Development Life Cycle** (**SDLC**) processes including customer requirement analysis and system design.
* Setting up SLA definitions and experienced in configuring the **Cloud** Management **Service**, and monitoring and managing the services responsible for providing analysis of problems and resolutions or fixes for the production issues related to **Service** **Now** **platform** within defined **Service** Level Agreement (SLA).
* Strong experience in development of web applications using **Webservices**, **Java**, J2EE, **JSP**, Servlets, **SQL**, PL/**SQL** programming.
* Create an **access** control rule (ACL). Use of scripting tools and **ServiceNow** functionality to create **script** to automate routine tasks being done in **ServiceNow**.
* Experience in **Application** Architecture, Analysis, Technical, Design, Development, Implementation, Performance Tuning, **Testing**, Configuration Management.
* Create, monitor, modify, and publish **service** catalog workflows with approvals. Maintain Single Sign-On integration Experience in performance tuning of Remedy and **ServiceNow** Setups. Extensive experience of integrating **Service** **Now** with third party tools and implementation of **SOAP** and **REST** **API**.
* Configured Applications using **Service** - **Now** tool used in **ITIL** Management. Strong understanding of **ITIL** V3. Deep functional and technical knowledge of the **Service** **Now** **platform** as well as experience delivering medium to large-scale **Service** **Now** implementations.
* Agile/Scrum, Release Management, Problem Management, **Incident** Management, Systems Analysis, and Implementation of Business Systems.
* In-depth knowledge of the technical implementation of Change Management, **Incident** Management, Problem Management, **Service** Catalog, Configuration Management, Knowledge Management, Reporting, Discovery and Integrations. Involved in Integration with third **party tool Altiris**, where data is imported to **CMDB**. Good knowledge of **CMDB** and Asset Management Services, Business Services and Configuration Items and Configuration item relationships.
* Knowledge on UCMDB which features prominently in HP **ITSM**, CCRM and SACM solutions supporting (**ITIL** based) change and configuration management processes Performed CRUD operations on Webserver using **Service** **Now** outbound **REST** functionality. Created various work flows for **incident**, problem, change management **service** requests. Experience in upgrading Remedy Action Request System and **ITSM** from **6.3 to 7.1 and from 7.1 to 7.6 versions.**
* Experience working with **service** watch which is used to discover and map all **application** and IT infrastructure components.
* Scheduled cloning and migration of data from Instances in **ServiceNow**. Integrated **ServiceNow** with third party applications using **SOAP** Web **service**.
* Implemented a companywide Process improvement **ITSM** project using **ITIL** **Service** **Lifecycle guidelines.** Experience with **ServiceNow** Performance Analytics.
* Experience working with Replicator, **application** used to perform e-bonding two **ServiceNow** Instances. Extended workflows to interact with systems and applications outside the **ServiceNow** instance using **Orchestration**. Setting up Discovery **Application** and configuring it to update the **CMDB** Accurately.
* Experience in Migration &INTEGRATION of Knowledge from CA **Service** Desk, **BMC** Remedy into **SERVICENOW**. Experience in handling tables on **CMDB** and also had a profound knowledge and experience on **DISCOVERY & SERVICEWATCH**. Developed **script** on **server** side and client side for BUSSINES RULES, **UI** POLICIES, **UI** ACTIONS, and **UI** MACROS & CLIENT SCRIPTS. Hands on experience in web development using **HTML**, **JavaScript**, **JQuery**, Jelly, **Ajax** and **CSS**.
* Insightful, result - driven IT professional with notable success directing a broad range of corporate **ITSM** initiates while participating in planning, analysis and implementation of solution in support of business objective. Hands on experience in creating custom Applications, Modules, Security in **ServiceNow**.
* Excel at providing comprehensive **ITSM**/**ITIL** systems analysis and full lifecycle project Management. Hands-on experience leading all stages of systems development efforts including Requirement definition, design, architecture, **testing** and support.
* **ServiceNow** experience in Implementation, design, development, documentation, deployment, and post-production support following **Software** Lifecycle using **SDLC** SCRUM. Developing **JavaScript** and configuring workflows to implement additional features, customizations and enable the process flow.
* Extensively worked with releases of **SERVICENOW**, experienced on Jelly Scripts/**Java** Scripts, Dashboards and **HR** Case Management etc.
* Strong knowledge in **ServiceNow** **ITSM**, ITOM (Discovery, **Service** Mapping, **Orchestration**), HRSD, Asset Management modules with an end-to-end implementation experience. Extensive experience in implementation of Business Rules, Data Dictionary, **UI** Actions, **UI** Policies, Client Scripts and Validations Scripts. Analyzed and evaluated the gathered requirements within **ITIL** **framework** and industry best practices.
* Configuration and customization of Help Desk, Change/**Incident**/Problem/asset Management Modules including Business Rules, Client Scripts, Dictionary Overrides, **UI** Policies and **UI** Actions based on user requirements. Mapping dependencies between devices and applications using **Service** Mapping
* Experience in Email integration, LDAP integration, External **Web services** Integration (both **SOAP** based and **REST** based).
* Experience in working on the **ITIL** Process modules like **Service** Desk, **Incident**, Problem, Change Management, **Release** Management, **Service** Request, Knowledge Management and Reporting. Excellent knowledge in Development, implementation, and administration of **ServiceNow** and Remedy.
* Good knowledge and experience on Initial Diagnosis of **Incidents**, Escalation of **Incidents**, Investigation, Diagnosis of **Incidents**, Recovery and Resolution of **Incidents**. Implemented **Incident** Resolution **Workflow** plugins to bring **Incident** Management **workflow** into better alignment.
* Responsible for creating, validating, and maintaining integrity of **Service** maps within **ServiceNow**. Used **Agile**/Scrum methodology (standup meetings, story boards, sprints) to complete the projects. Good understanding on **Service** Watch and Mapping Techniques.
* Streamlined the process for Trend / Pattern analysis includes Recurring incidents, **Incident** correlation, Defect Trend Analysis
* Experience in Content Management System (CMS) in **ServiceNow**. Excellent experience in **ServiceNow** Administration and Day to Day Production support.
* Intermediate knowledge in **CMDB**, Configuration, Asset Management and DISCOVERY tool. Good experience with **Angular** JS, Compass **CSS** **Framework**, Bootstrap, CMS. Strong experience in working with Scripted **Web services**, **Script** Includes. Hands on experience in web development using **HTML**, **JavaScript**, Jelly and **CSS**. Implementation as a **Developer** and Administration of **ServiceNow** and **ITIL** processes.
* Customization and Enhancements of latest **ServiceNow** modules like **HR** Case Management, **Service** watch, Timecard module and On Call scheduling modules.
* Expertise in Business requirements in any modules of **ServiceNow**. Always ready with Requirement / Data collection templates for **Incidents**, problems, SLA's, **CMDB**, **Software** Asset management, Hardware Asset management etc. Maintained the Configuration Items and modified the forms and form Sections.
* A passionate, articulate, goal-oriented and dynamic professional with a successful background in Requirement Gathering, Technical Documentation, **Software** Validation, **Software** **release** and experienced **Software** **Developer** in **ServiceNow**. Excellent analytical skills with proficiency in debugging and problem solving.
* Aptitude for learning and rapidly mastering new applications and technology. **ITIL** Process Development Consultation.
* Subject Matter expert (SME) in **Java** scripting, **JSP**, XML, Jelly Scripting, **SQL**, RDBMS, **Web services** etc. **ServiceNow** scripting experience using **JavaScript**, **HTML**, **CSS**, XML, **SOAP** and **Web services** Configuring Applications using **ServiceNow** tool, used in **ITIL** Management with understanding of **ITIL** V3.
* Proficient in designing and developing **Service** Catalog using best practices in development. Participated in workshops with **ServiceNow** partner teams to help companies implement **ServiceNow** using best practices in **ITSM**. Worked in **application** development using **Java**.
* Took up additional responsibility of an **Incident** manager which required analysis, Triage and Service Restoration for all High Severity/Critical Online and Batch
* Leveraging knowledge and experience to deliver end - to-end methodologies within **ServiceNow**. Experience in Fixing **CSS** Cross Browsing Compatibility issue and web **application** scaling. Experience in all phases of **Software** Development Life Cycle (**SDLC**) for applications.
* Proficient in developing web pages quickly and effectively using, **HTML** 5, **CSS3,** **JavaScript**, AngularJS and **JQuery**. Also experience of Web 2.0, Bootstrap, **Java** **Script**, **JQuery**, W3C Standards and working with Responsive Web Design concepts. Configured LDAP **Server**, for pulling user and group data from **Active Directory**. Experience in configuring the SLAs for various **ITIL** processes as per the client requirements.
* Leveraging knowledge and experience to deliver end-to-end methodologies within **ServiceNow**, which includes architecting technical implementation of IT Infrastructure Library (**ITIL**) processes, organizing and prioritizing development effort, interfacing with vendors and management, and coordinating effort of administrators. Expertise in **application** development using **Java**, J2EE, **JSP**, Servlets, Struts, **spring**. Responsible for core system configuration.
* Followed **Agile** Methodology for the development of the project. Designed and delivered technical implementations on the **Service** **Now** **platform**.
* Gathered requirement from stake holders for attributes needed to develop **Service** Catalog items. Configuration of **service** portals and configuration and support of GRC and Security Operations-related processes. Developing **workflow** customizations and supporting the **Service** Transformation teams.
* Gathering and documenting user and process requirements. Implementation of **ServiceNow** functionality and how all **ITIL** processes can be implemented in **ServiceNow**. This includes **Incident** Management, Change Management, Asset Management, **CMDB** Management and Problem Management.
* Facilitate boarding of new clients on the **ServiceNow** **platform** and collaborate effectively with other **ServiceNow** administrators to develop global solutions.

**Education**

* **Bachelors in Computer Science, Jawaharlal Nehru Technological University, Hyderabad -2012**

**Technical Skills**

**ITIL Tools:**ServiceNow, Service Mapping, Discovery, CMS, ITSM, ITIL

**Web Technologies: XML**, **HTML**, **Java**, **Java** **Script**, PowerPoint VBA

**IDE:** Eclipse, Net Beans, TOAD

**ServiceNow Modules:** **Incident** Management, Change Management, Problem Management, Service Catalog, Service Level Management, CMDB, Data Loading, Start Now, Web Services

**Version Control Tools:** CVS, SVN

**Database: Oracle** 11g, MS- **Sql** **Server**, MS-**Access**

**Operating System:**Windows, UNIX, Linux

**Tools:** **SQL**\*Loader, MS Office, MS Visio WINSQL, WINSCP, Verson1, **Jenkins**

**Programming Languages:** **Java**, **Java** 2EE, **Oracle**, **SQL**.

**Scripting Languages:** **JavaScript**, Jelly **Script**, **HTML**, **CSS**, **Ajax**, **XML**, JSON, **JQuery**.

**Software Methodologies:** **SDLC**, Waterfall, **Agile**, XP, Scrum

**ITSM Tools: ServiceNow**, ITSM SUTE, HP Server Manager, HP Asset Manager

**Work Experiences**

**Corteva, Inc. Indianapolis, Indiana**

**Sr ServiceNow & Incident Manager**

**November 2020 - Present**

* In depth knowledge in Configuring, Customizing, Upgrading **ServiceNow** tool (including MSP instances) for various **ITIL** Processes like **Incident**, Problem, Change, **Service** Request, Asset and Configuration management. Experience in Troubleshooting and supporting **ServiceNow** modules and components.
* Valuable Experience of creating custom **ServiceNow** Portals, widgets, writing client and **server** - side validations using all possible scripts present in **ServiceNow** such as business rules, Client scripts. Experience in integrating LDAP **Server** with **ServiceNow** to get the organizational Users, Groups, and Roles.
* Direct hands-on experience on various **IT Service**s of **Service**-**Now** tool like **Service** Catalog Requests, Asset Management, Configuration Management, Discovery/ITOM, **ServiceNow** Administration, Knowledge Management, Reporting, Gauges, Integration with **Web Services**.
* Responsible for creating and maintaining all **Incident** Management documentation. Monitored Business-Critical applications.
* Designed Developed and implemented path for migrating Legacy Configuration Item and Asset Information and functionality to **ServiceNow** and integrate the migrated data with discovery and Business **Service** Mapping (**Service** Watch). Experience in installing, configuration and administration of **CMDB**/ITOM.
* Excellent work experience in development of user interfaces using **JSP**, **HTML**, XHTML and **JavaScript** and have good experience in Struts and **Spring** MVC **Frameworks**. Experience in configuring Discovery Schedules and worked on discovery and set up mid servers and check for the connectivity.
* Good hands-on experience on **ITIL**, **ITSM** **framework**, strong understanding of the **ITIL** **framework** and all phases of the **service** lifecycle.
* Expertise with creation and configuration of **Service**-**now** Applications, Modules, Business Rules, Client Scripts, **UI** Policies, **UI** Actions, **ServiceNow** client and **server**-side **JavaScript** and **ServiceNow** **APIs**, integrations using **web services** with third party applications used for payments, for real time data analysis and reporting. Experience in Creation and maintenance of **Service** Catalog/Portal Items in support of **CMDB**/ITOM projects.
* Handled all levels of system administration including gathering requirements, project planning, budgeting, code implementation, development **testing**, change management and training for the **ITSM** tool. Worked on **Workflow** administration, Reporting, Form/**UI** configurations, Notifications, data imports, custom scripting. Integration with other **ServiceNow** instances and other systems like Netcool, Autosys, Azure. Worked on **Orchestration** and **service** mapping.
* Handled all levels of System integration experience using **web services** and other web-based technologies such as **XML, HTML, AJAX, CSS, HTTP, REST/SOAP.**
* Strong understanding of **cloud** technologies, web applications, networks, protocols and email (SMTP, POP3) Experience in configuring, integration Project Portfolio Suite (PPS). Modeled and developed **service** maps within the **platform**. Integrated **service** watch with monitoring solutions.
* Experience in using **ITIL** best practices - **Incident**/Problem Management, Change Management, Problem Management, Major **Incident** Management Process, **Service** Requests Involved in designing and configuring new functionality using Business Rules, Client Scripts, **UI** Policies, **Access** Lists in **Service** **Now**
* Experience in implementation of **workflow**, **Incident** Management, Problem Management, Change Management and **Service** Catalog on various business applications. Developed solutions in the **service**-**now** **platform** data are suitable and **ITIL** compliant, identify and define business solutions for **ITIL** users.
* Experience using DISCOVERY to load configuration information to **CMDB**, as well as manage data with import sets and update sets, comfortable deploying discoveries in a multi-datacenter environment, **Service** Portal. Responsible for operations in UNIX and Linux **Server** Environments.
* **Software** configuration/ customization including **UI** customization, **workflow** administration, data imports, custom scripting, implementing new functionality, homepage customization. Built **service** watch dashboards in **Service** watch. Performed integration between **service** watch and **ServiceNow** **CMDB**.
* Developed **ServiceNow** integrations for Single Sign-On (SSO), xmatters, Office 365 integration using **Orchestration**, LDAP, BDNA (Technopedia) and **Software** Center (**SCCM**) integration. Developed custom integrations using **REST** and **SOAP** **APIs**, complex workflows, proficient in MID **server** configuration.
* Design and implement business solutions on the **ServiceNow** **ITSM** **platform**. Maintained the **ServiceNow** modules and **software** licensing functionality.
* Worked on **ServiceNow** components such as **Service** Desk, Change Management, Asset Management, **CMDB**, Knowledge Management, Mobility, and **Service** Request Management. Knowledge of technical components such as LDAP, VPN, SSL and other such technologies. Reviewing and aligning existing **ITIL** processes to the new **service** model and tool. Employed with a deep knowledge of **ITIL** processes to devise innovative solutions in **SNOW** to complex client needs.
* Worked on integrating **ServiceNow** with external **SOAP** and **REST** based **web services**. Worked with reporting and configuring **service** level agreements (SLAs).
* Worked with windows team, network team and Asset team to verify the data collected via DISCOVERY created various workflows for **Incident**, Problem, and Change Management **Service** Requests. Coordinated **ServiceNow** environment/form back-end customizations. Notified clients and updated documentation.
* Responsible for closing the open **Incidents**, Problems and Enhancement requests and communicating with the customer the status of the request, to ensure a timely customer satisfying result. Involved in working with **CMDB**, populating **CMDB** by importing the data of IT assets into the system.
* Responsible for providing analysis of problems and resolutions or fixes for the production issues related to **Service** **Now** **platform** within the **Service** Level Agreement. Created inbound Scripted **Web Services** and **script** includes methods. Created **UI** Pages, Macros for CMS using **Angular** JS, **HTML** and **CSS**.
* In - depth knowledge of the technical implementation of Change Management, **Incident** Management, Problem Management, **Service** Catalog, Configuration Management, Reporting, Discovery, and Integrations including LDAP. Created the **UI** pages to use them in catalog items, implemented using **UI** scripts.
* Direct hands-on experience on various **IT Service**s of **ServiceNow** tool like **Service** Catalog Requests, Asset Management, and Configuration Management.
* Experience in Configuring Applications using **Service**-**Now** tool, used in **ITIL** Management. Strong understanding of **ITIL** V3. Deep functional and technical knowledge of the **Service** **Now** **platform** as well as experience delivering medium to large-scale **Service** **Now** implementations.
* Functional knowledge and implementation experience of **IT Service** Management (**ITSM**) **frameworks** and demonstrated project management skills and experience working directly with customers and clients. Experience in Installation and Configuration of different modules of **Service**-**Now**.
* Professional experience in IT industry on Cross **Platform** (Web & Client-**Server**) **application** development and design using Object Oriented Programming, **Java**/J2EE technologies in providing enterprise business solutions. Expertise on creation of workflows for **Service** Catalog items in **Service**-**Now**.
* For the 3rd party integration worked with **ServiceNow** **SCCM** Integration and MID **Server** configuration, **SMAL 2 Integration for SSO, SFTP** **Server** Connection for data export, Zeros Integration, LDAP Integration and LDAP listener. Expertise in Design and development of **CMDB** (Configuration Management) in **ServiceNow**.
* Develop solutions in the **ServiceNow** **platform** data are sustainable and **ITIL** compliant, identify and define business solutions for **ITIL** users.
* Experience in using **Oracle** 8i/9i/10g, **SQL** **Server** 2008 and **MySQL** databases and writing complex **SQL** queries.
* Follow up each Major **Incident**and address it for their prompt resolution in accordance with **Incident** Management and the Security Management process for every case assigned. Attended **incident** management calls for production issue resolution and environment changes.
* Good experience in developing workflows and in customizing the applications in **ServiceNow** using **Java** **script**, Glide **AJAX**, **HTML** and DHTML, Jelly tag.
* Expert on **ServiceNow** Discovery module, comfortable deploying discoveries in a multi-datacenter environment. Proven **ServiceNow** implementation experience. Multi-domain/**service** provider model experience within a **SNOW** **platform**. Experience on DAP Integrations using **SAML2.0**
* Understanding of **IT service** management (**ITSM**) and the **ITIL** business process. Maintain **service** level agreement (SLA) and monitor an SLA **workflow**.
* Create an **access** control rule (ACL). Use of scripting tools and **ServiceNow** functionality to create **script** to automate routine tasks being done in **ServiceNow**.
* Create, monitor, modify, and publish **service** catalog workflows with approvals. Maintain Single Sign-On integration Hands-on experience with all kind of scripts defined in **ServiceNow**. Loads, manipulates, and maintains data between **ServiceNow** and other systems. Delivered Key **Incident** Management reports to the client. Expertise in **SQL**, Stored Procedures, Functions, Triggers. Familiar with **ServiceNow** **Content Management System (CMS).**
* Involved in **database** designing by creating **database** objects such as Tables, Views, and Indexes and developed code in the mid-tier **server** integrating **Service** **Now** with other IT systems. Experience in Integrating App Exchange Applications with Eclipse IDE in Sandbox and Production Environments.
* Configure **Service**-**Now** tool for the defined processes. Design and develop scripts for any customization required. Supporting Power shell scripting in workflows.
* Generated **JavaScript**’s to create Business Rules, Client Scripts, **UI** Policies and **UI** Actions. Experience with **Web Services** development (Both Inbound and Outbound) using **SOAP** and **REST**. Implemented Discovery from scratch, by installing **MID Servers on remote desktops.**
* Strong knowledge of Relational **Database** Management Systems (RDBMS) concept in several databases like **SQL** **Server** **2008/2005 and Oracle 10g/9i/8i.**
* Proficient working experience on on-going maintenance, upgrades and technical support to the existing **Service**-**Now** environments, applications and modules as well developing and implementing additional functionality and modules. **IT Service** Management (**ITSM**) based on **ITIL** best practices.

**Environment: ServiceNow Jakarta, Windows 10, XML, Oracle 11g, SVN, Toad, SQL\*Plus, SQL\*Loader, UNIX, CMS, Script Include, Java Script, Client Scripting, Jelly Scripting, Service Catalog Workflows . ServiceNow, ITIL, ITSM, ITOM, glide script, JSON, Integration, Web Services, Discovery, CMDB, LDAP, PowerShell, Service mapping.**

**CNA Financial Corporation, Chicago, Illinois**

**ServiceNow Admin/ Incident Manager**

**June 2018 – October 2020**

* Perform day to day administration of the **Service**-**Now** tool Maintain business services and configuration item relationships in **Service**-**Now** tool.
* **ITIL** V3 **Service** Strategy, **Service** Design, **Service** Transition, **Service** **Operation** and Continual **Service** Improvement.
* Extensive development in our **ServiceNow** **platform** including creation and customization of our **Incident**, Request, **Service** Change, **Service** Level, Knowledge and Configuration (**CMDB**) applications and processes. Used import sets and transforms maps to import data into **ServiceNow**.
* Managing user, groups, roles and data with Tables, the **CMDB**, Import Sets, and Update Sets. Hands on experience in technical Implementation of **Incident** management, problem management, change management and **service** catalog. Involved in LDAP Integration with **service** **now** for obtaining users and groups.
* Installation of **BMC** Topology discovery tool and configured to integrate with **BMC** remedy **ITSM** **CMDB** Suite. Involved in Integration with third party tool Altiris, where data is imported to **CMDB**. Utilized **Orchestration** to extend workflows to interact with systems and **application** code outside the **ServiceNow** Instance.
* Creates **Workflow** activities and approvals. Implement new workflows that use a variety of activities to understand how records are generated from workflows.
* Worked on **ServiceNow** discovery to identify configuration items (CI) and populate them in **CMDB**. Worked on **CMDB** and populated it by importing data of IT assets into the system. Added new user profiles using **Orchestration**. Experience in e-bonding two instances using **SOAP** web **service**.
* **ITIL** V3 **Service** Delivery and **Service** Support areas of **Service** Level, Availability, and **IT Service** Continuity Management; **Incident**, Problem, Change, **Release**, Configuration Management and **Service** Desk. Mitigate the recurrence of **incidents** using **ITIL** problem management techniques and identifying trend analysis.
* Maintain operational **service** for **Service**-**Now** **Application** and workflows **Incident** Management, Problem Management, Change Management, Self-**Service**, **Service** Request Management, Knowledge Management., Asset Management, Discovery/**CMDB**, **SDLC** Scrum Process, Custom Apps, Report, User account administration, user roles and permissions. Created reports, workflows, and data imports for **Incident**, Problem, **Service** Request, and Change **Service** **Now** modules.
* Implemented **JDBC** Export to execute custom **SQL** queries in the target **database** based on requirement. Integrated **ServiceNow** with third party applications using **SOAP** web **service**. Experience working with Replicator a native **ServiceNow** **application** to e-bond two services **now** instances.
* Performed CRUD operations on web **server** using **Service** **Now** outbound **REST** functionality. Performs core configuration tasks including system policies, business rules and client scripts. Implemented discovery from scratch and installed mid servers. Configured Mid **server** to import from external sources.
* Experience working with Business Rules, Client Scripts, **UI** Policies, **UI** Scripts, **UI** Actions, **UI** Pages, **Script** Includes, **Access** Control Lists.
* Performed cloning, patching and upgrades on **ServiceNow** Instance. As a part of support activity resolved **incidents** by proper root cause investigation.
* Project Management of **ServiceNow** system which includes restoring **database** to current system, upgrading to latest version of **ServiceNow**, and setting up and configuring Auto Discovery/MID Servers. Experience with **service** watch which is used to discover and map all applications and IT infrastructure components.
* Created the **service** catalog items and built appropriate workflows and captured the billing process for the catalog item which created reports based on monthly invoice. Developed **Service** Catalog items based on the requirement provided by the stakeholders. Worked on creating the custom ESS portal page.
* Worked on the Change management, modified the workflows of routine, comprehensive and emergency and build the appropriate approvals based on the change. Rapidly realize business value through purpose driven **CMDB** adoption. Populated **CMDB** with configuration items (CI) using Discovery.
* Worked on **Service** Catalog, Configuration Management, Reporting, LDAP, MID **Server**, Inbound/Outbound emails and Discovery.
* Optimized **incident** resolution rates by identifying process breakdowns that exacerbate and cause the impact; introduce process improvements to prevent future occurrences. Used ACL’s for controlling the security mechanism in **Service** **Now** and Setup the SLAs according to the business requirements.
* Configured LDAP **server** and LDAP listener for updating the user and group table record. Good understanding of **web services** with **SOAP**/ XML/ **WSDL** and HTTP Request Methods. Involved in designing **web services** to support internal and external requests.
* Responsible for leveraging knowledge and experience to deliver end-to-end methodologies within **ServiceNow** which includes architecting technical implementation of IT Infrastructure Library (**ITIL**) processes, organizing and prioritizing development effort.
* Modified the appearance of the form views for the entire organization. Created **SOAP** message functions and configured it to be sent through mid-**server**.
* Involved in the analysis of end-user requirements and business rules based on given documentation and worked closely with tech leads and Business analysts in understanding the current **ServiceNow** system. Developed solutions in the **ServiceNow** **platform** that are sustainable and **ITIL** compliant.
* Delivered project deliverables on time and within the agreed acceptance criteria in a hybrid methodology environment as they attempted to transition to an **Agile** Methodology. Integrated with various **Cloud** environments like Amazon **Web Services**, Microsoft Azure accounts to the instance through **service** accounts.
* Worked on various modules of **ServiceNow** like **Incident** Management, Change Management and Problem Management, **Service** Catalog, **CMDB**, and Reporting.
* Configured **ServiceNow** discovery, **Service** Mapping, and **orchestration**. Performs integrations and process automation using **ServiceNow** **Orchestration**.
* Worked on **Service** Mapping to define business services, troubleshoot the discovery and mapping process as well as create new discovery patterns.
* Worked on many **Server**-side Scripts, **Script** Includes, Client-side Scripting, **UI** Actions, and several business rules. Performed the task of using Discovery to load configuration information to **CMDB**. Developed custom **UI** pages related to an **application** and for a custom login page too.
* Developed **Service** Catalog that includes creating items, workflows, Catalog Client scripts and giving it an enhanced view using the **Service** Portal.
* Configured LDAP **Server** and LDAP Listener for updating the user and group table record. Worked on **CMDB** that involves importing the data and establishing the relationship between multiple Cis. Developed custom probes and sensors to populate **CMDB** with pertinent asset data via **JavaScript**, Perl, and PowerShell.
* Worked on the integration of third-party applications into **ServiceNow** using **APIs** and Web Servers. Experience in working with **Script** Includes and Scripted **Web Services**. Used the development tools provided in Widget Editor to write AngularJS, **CSS**, and **JavaScript** to power a portal.
* Used **ITIL** practices to implement **ServiceNow** applications in phase-by-phase approach, created SLAs and participated in running SLAs and responsible for closing successfully in **ServiceNow**. Configured Applications using **Service**-**Now** tool used in **ITIL** Management. Strong understanding of **ITIL** V3.
* Used ACLs for controlling the security mechanism in **ServiceNow**. Worked on **UI** Macros to create pages as templates. Worked on loading the data into **ServiceNow** using import sets. Wrote many inbound email actions to ease the work of creating **incidents** from an inbound email.

**Environment: ServiceNow Helsinki/Geneva, Unix, Oracle 10g, XML, WINSCP, SQL\*Plus, JavaScript, BMC ADDM, Mid server.**

**Globus Medical, Inc, Audubon, Pennsylvania**

**ServiceNow Administrator**

**February 2016 – May 2018**

* Gathering the requirements from the client and given an estimate for the completion of the tasks as a SME (Subject Matter Expert). Developed the Knowledge **Application** in **Service** **Now** from scratch to the very end. Migration of Knowledge Articles from **SQL** **Database** into **Service** **Now**.
* Experience working on SaaS (**Software** as a **Service**) based tools (**Service** **Now**), with focus on implementing **ITIL** processes.
* Managing client scripts, **UI** policies, **UI** actions and Data policies. Utilize the **Service** **Now** **Service** Catalogue for users to create **Service**, Requests, and **Service** Items. Good understanding of IT Help Desk and **service** management along with good understanding of the **ITIL** **framework**.
* Written **script** and invoked them in business rules and client scripts Created data sources and loaded the **Service**-**Now** tables with different data formats.
* Created transform maps both automatic field mapping and scripting maintaining existing applications. Integration of **Service** **Now** with **SQL** **Database** **Server** for accessing the data in **server**. Examined the configuration& visual trace route of Load balancer, Apache nodes with the help of **Service** Watch.
* Experience working with Business Rules, Client Scripts, **UI** Policies, **UI** Scripts, **UI** Actions, **UI** Pages, **Script** Includes, **Access** Control Lists etc.
* Deploying MID Servers for discovery **application**, Defining, and executing the discovery schedules frequently and validating the results.
* Using the discovery log form for a quick look at how the probes are doing, manually changing the discovery source name, and also examining the status for the current discovery. Arranging the scrum meetings while deploying the changes from Dev to QA and to PROD. Knowledge on installation in Unix and Linux and Solaris servers. Configured Applications using **Service**-**Now** tool used in **ITIL** Management. Strong understanding of **ITIL** V3.
* Thoroughly monitored the Top-down Approach of **service** mapping in the **service** watch. Migration of customizations from one instance to another instance.
* Use Administration of common **platform** applications: Knowledge Base, **Service** Catalog, Workflows, SLA's, Reporting etc. Core **Application** Administration: Policies Interactions, **Application** Security, Events Notifications. Managing client scripts, **UI** policies, **UI** actions and Data policies.
* Moving data in and out of an instance using import sets and transform maps and also auto import of data into **service** **now**.
* Defining **Service** Level Agreements SLAs, notifications, and reports. Develops new applications from beginning to end. Involved in activities like Instance cloning, patch upgrade and post Implementation after clone. Created **SOAP** message functions and configured it to be sent through Mid **server**.
* Maintains existing applications. Creates code that meets system standards. Integration of **service** **now** with LDAP for authentication.
* Working on Business Rules, Client Scripts, **UI** Actions for multiple **ITIL** modules.
* Populated **CMDB** by importing data of IT assets into the system. Integration of **Service** **Now** with **BMC** Remedy for ticket creation on change submits.
* Subject Matter expert on **Incident** Management, Change Management Process and Knowledge article. Recommended appropriate design alternatives to be implemented based on customer constraints. Developed and executed plans and procedures for data conversion, customer acceptance criteria and installation.
* Implemented **ServiceNow** customization including, but not limited to, Client Scripts, **UI** policies, **UI** Actions, **Script** Includes, Business Rules, **workflow** administration, report setup, and data imports and exports. Designed and delivered technical methodologies around the **ServiceNow** **platform**.
* **ServiceNow** **application** development; including creation and configuration of **Service** Catalogs, Email Notifications, Data imports, exports and Reports.
* Worked on **CMDB** and Asset management. Performed Data migration to import data from other applications and external databases.
* Designed many email templates by using **html** and jelly scripting and used them in notifications. Worked on Customizing and Maintaining various **ITIL** Modules
* Involved in Implementation, Customization and Maintenance of **ITIL** modules such as **ITSM**/ ITOM - **Incident** Management, Problem Management, Change Management, Event Management, and **SCCM** integration **service**, ITOM, **ITSM**, **CMDB**, PPM, **SNOW**, Reporting, **CMDB** and **Service** Catalog in **ServiceNow**.
* Worked with clients to assess current state processes and tools, defined **ServiceNow** requirements and developed and configured the **ServiceNow** **platform**.
* Created various frontend forms, and associated Client Scripts, **UI** policies, Business rules and **Script** Includes. Exporting and Importing tables, workflows, update sets data from one instance to the other. Created roles, views and user groups pertaining to the use cases. (Fuji and Eureka)
* Worked on establishing Links to knowledge-based articles on Fuji and Eureka. Wrote Jelly Scripts for all the notifications, Content Management and also business rules. (Fuji and Eureka) Designed Workflows, along with standard **Workflow** templates which can be reused. Worked on setting up Email Notifications for different **ITIL** modules in **ServiceNow**. Created Data Sources from various external applications, scripts to parse incoming data and transform into **ServiceNow**.
* Perform day to day administration of **Service**-**Now** in Development, **Test** and Production environments to maintain business services and configuration item relationships in **Service**-**Now**. Strong skill set in the **ServiceNow** suite development including **SOAP**/**REST** integration.
* Involved in setting up **REST** and **SOAP** inbound and outbound messages to integrate with **ServiceNow**. Communicated with external **web services** using **SOAP** Messages and **REST**. Supported **ServiceNow** integration using **SOAP**, **REST** **web services**, import sets and transform maps, BR scripts.
* Orchestrate user’s **access** to Databases using **Orchestration**. Developing user friendly catalog items with experience writing **orchestration** workflows such as Content Management, **Web Services**. Utilized **Orchestration** to extend workflows to interact with systems and **application** code outside.
* Worked on Performance Analytics by providing actionable insight on each level and for every role using key indicators, mobile-enabled scorecards, time charts, analytics, drilldowns, and dashboards. Worked on integration using **SOAP** / **WSDL** / **REST**.
* Worked on improving **IT service** delivery and demonstrated how IT is performing to support the business using **ServiceNow** **ITSM**.
* Extensive experience of integrating **Service** **Now** with third party tools and implementation of **SOAP** and **REST** **API**.

**Environment: ServiceNow (Eureka), Linux, SQL Server Database, Jelly script, JavaScript, XML, HTML, CSS.**

**Nandini Enterprises, Hyderabad, India**

**UI Developer/ServiceNow/Incident Administrator**

**May 2013 – September 2015**

* Built pages from mock-ups using **JavaScript**, **JQuery**, **CSS**, and **HTML**.
* Experience on working with **CSS** Background, **CSS** Layouts, **CSS** positioning, **CSS** text, **CSS** border, **CSS** margin, **CSS** padding, **CSS** table, Pseudo classes, Pseudo elements and **CSS** behaviors in **CSS**. Strong communication, analytical and interpersonal skills working within cross-functional teams.
* Understanding of **application** development lifecycle methodologies. Knowledge of human factors and usability, best practices for interface design
* Deep understanding of **JavaScript** and the **JQuery** **framework** Discussing the business requirements with clients and documenting them into process requests.
* A **Service** **Now** expert with experience in implementing end-to-end **Service** Catalog, **Incident** Management, Configuration &Asset Management, Change Management and **Release** Management with Knowledge of Content management.
* Built forms from scratch along with advanced customizations at the level of **UI** Macros/**UI** page as per the complex requirements.
* Created a lot of clients scripts/**UI** policies also with a lot of high-level customizations like attaching a custom events and DOM-injection with **JQuery** and Prototype. Responsible for design and development of framework. Utilized **Oracle** PL/**SQL** for **database** operations using **JDBC** **API**.
* Created many standard workflows which are being re-used and propagated and handled many custom events.
* Responsible for the **Service** **Now** tool administration module and creation of new Users, Groups, Roles, **IT Service**s, **Application**, Business Services, Routing rules and Blackout Freeze rules. Created many scripts which includes Business rules (**server**-side code) and also modified OOB.
* Developed **JSP** for **UI** and servlets, **java** classes for business logic. Utilized **JavaScript** for client-side validation.
* Involved in creating unit **testing** of various layers using Junit and created automated **test** **script** for Integration **testing** using selenium.
* Used **JQuery** to make the front-end components interact with **JavaScript** functions to add dynamism to the web pages at the client side.
* Created different **database** objects (stored Procedures, Functions, and Triggers) for the backend MS **SQL** **server**.
* Coordinated with QA team during the process of moving the code to staging **server** and **testing** the **application** for several **test** cases and defect **testing**.
* Coordinated with QA team to ensure quality of the **application**.
* Implemented the presentation layer (GUI), based on open source **framework**, involving servlets, **JSP, JSTL, JSF, CSS, HTML, JavaScript.**

**Environment: Aspen and Berlin, Client Script, Data load, UI Policy, Security, Table and User Administration, Jelly Script.**