**Niranjan Danda**

[**Niranjan.snow6@gmail.com**](mailto:Niranjan.snow6@gmail.com) **203-550-4820**

**Professional Summary:**

* **ServiceNow** Certified Developer, Implementation Specialist and Certified System Administrator with **Over 8+** years of experience in ServiceNow implementation, integrating, development, administration, and support.
* Working experience on various phases of **SDLC** such as **Requirement Gathering, Analysis, Design, Code Construction and Test**.
* **Subject Matter Expertise and ITIL Services Development and Delivery.**
* Worked as a **Service-Now developer and administrator** with experience in implementation, support, development, and administration.
* ITIL V3 Service Delivery and Service Support areas of Service Level, and IT Service Continuity Management, Incident, Problem, Change and Service Desk.
* Service-Now customizations including **Client scripts**, **UI policy**, **UI Actions**, **Script Includes**, **Business Rules**, **workflow** administration and **reports**.
* A ServiceNow Technology Expert with **Incident Management**, **Problem Management**, **Change Management** with expertise on implementing end-to-end **Service Catalog.**

**Advanced Skills in ServiceNow:**

* Web Services (REST / SOAP)
* Discovery / Asset Management
* Orchestration
* Mobile Application
* ITSM (Incident, problem, Change, Release, Knowledge, CMDB)
* ITBM
* IRM
* Event Management
* Reporting
* Request Management
* Core configurations
* Workflows and Flow Designer
* Service Portal Design / Development / Implementation.
* Performance Analytics
* ATF
* Integration HUB
* Customer Service Management
* HRSM
* ITOM

**Key Accomplishments of ServiceNow**

* Strong skill set in the Service-Now suite development including SOAP/REST integration, Service Catalogs, Update sets, Discovery, Business Rules, Workflow, and CMDB.
* Expertise in Discovering Network devices, Servers, Routers etc. by running discovery on the network.
* Experience working on server provisioning and server decommissioning using integration between ServiceNow and vCenter.
* Expertise in ServiceNow to SolarWinds integration, ServiceNow to Peoplesoft integration, ServiceNow to Microsoft intune integration, ServiceNow to hotrock Integration, ServiceNow to SCCM integration, ServiceNow to power plan integration etc.
* Experience in configuring CMDB and maintaining with the updated CI’s by establishing the relation between CI’s.
* Experience in implementing various modules including ITSM, ITBM, GRC, Mobile App, Event Management, Custom Applications.
* Experience In building custom pages and created custom widgets for the needs of the organization using Service portal.
* Expertise in building and maintaining Mid Servers.
* Experience in working on CSM Module.
* 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.
* Experience 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.
* Expertise in Automation of complex manual processes using Flow Designer and integrations.
* Managed roles and permissions, group creations, ACL's (access control lists) and Service Level Agreements (SLA).
* Experienced in complex transform scripts in transforming the data into the SNOW database.
* Implemented Service-Now customizations including Client scripts, UI policy, UI Actions, Script Includes, Business Rules, workflow administration and reports.
* Proficient Knowledge on orchestration module and have implemented orchestration for different business purposes.
* Experience in working with Scripted Web Services, Script Includes, and Scratch Pad.
* Experience in building portal pages using HTML, CSS, JavaScript and have expertise in building end to end catalog item with the workflows configured to it.
* Creation of Email Notifications and Inbound Actions.

**Technical Skills:**

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| **Scripting Languages** | **JavaScript, HTML5, CSS, Ajax, jQuery, Angular JS, Json, NodeJS and XML.** |
| **Tools** | **ServiceNow** |
| **Webservices** | **Rest, SOAP** |
| **Programming Languages** | **C, C++, Java, ASP.Net (C#)** |
| **Software Methodologies** | **SDLC, Waterfall, Agile.** |
| **Database** | **SQL Server, MYSQL.** |
| **Application Development Tools** | **WordPress, Drupal, NetBeans, Eclipse.** |

**Certifications:**

* ServiceNow Certified System Administrator
* ServiceNow Certified Implementation Specialist
* ServiceNow Certified Application Developer
* ITIL v3 Foundation Certified
* Micro – Certification - Configure the CMDB
* Micro – Certification – Enterprise Onboarding
* Micro-Certification – HR Integrations
* Micro-Certification – Agile and Test Management Implementation
* Micro – certification – Virtual Agent

**Professional Experience:**

**Cantura, Denver, CO Jun '23 - Till Date**

**Sr ServiceNow Developer**

**Responsibilities:**

* Worked on resolving Outstanding Issues and improving the process over different modules.
* Worked on Integration Hub and Flow designer.
* Implemented CSM Module and configured agent workspace.
* Experience in using Import set tables and import data into ServiceNow.
* Responsible for creating various workflows for Incident Management, CSM, Event Management.
* Configured end to end process for Knowledge management.
* Worked on ITOM Module.
* Worked on CMDB Maintenance and setting up processes to Maintain the data in CMDB.
* Created Multiple integrations using REST and SOAP webservices.
* Worked on the Implementation of CSM Module.
* Worked on Implementation of Event Management Module.
* Worked on Automated testing Framework.
* Used the best practice for migrating the customization from one instance to another which include creation of update set, preview, and commit of update sets and merge operations.
* Worked on Playbook automation designer.
* Worked on Scoped applications and was responsible for promoting the scoped applications across instances.
* Worked on Import set API’s.
* Worked on the workspace, portal, UI Builder.
* Creation of Email Notifications and Inbound Actions.
* Performed core configuration tasks including **UI policies, business rules and client scripts, UI policies, UI Actions, Script Includes, UI Macros.**

**Environment:** Service Portal, Knowledge Management, ITSM, CSM, CMDB, SOAP, REST, Integration Hub, MID Server

**Portland General Electric, Portland, OR Dec'19 – Jun’ 23**

**Sr ServiceNow Developer**

**Responsibilities:**

* Worked on resolving Outstanding Issues and improving the process over different modules.
* Reported KPI and performed necessary training to employees.
* Worked on Various integrations like SolarWinds to ServiceNow integration, ServiceNow to Bluecat Integration, ServiceNow to Peoplesoft integration etc.
* Worked with flow designer and integration hub for multiple bidirectional integrations.
* Creation of Email Notifications and Inbound Actions.
* Responsible for setting up customized service portal with role-based redirection.
* Experience in using Import set tables and import data into ServiceNow.
* Worked on Virtual agent setup.
* Worked on upgrading from London to New York and New York to Orlando versions.
* Responsible for creating various workflows for Incident Management, Change Management, Service Requests and SLA’s.
* Responsible for creating homepages including basic reporting, gauge configuration and dashboard presentation. Designed the layout, CSS, dynamic content for the End User Self-Service Portal design.
* Configured end to end process for Knowledge management and worked on the knowledge centered support plugin.
* Worked on the Implementation of CSM Module.
* Worked on Implementation of GRC Module.
* Working on Implementation of ITBM Module.
* Working on Implementation of Event Management Module.
* Used the best practice for migrating the customization from one instance to another which include creation of update set, preview, and commit of update sets and merge operations.
* Performed core configuration tasks including UI policies, business rules and client scripts, UI policies, UI Actions, Script Includes, UI Macros, ACL, SLA.
* Built Many catalog items with complex workflows.
* Worked on Enterprise Release Management.
* Worked on Planned Maintenance module.
* Worked on configuring and customizing mobile applications.
* Worked on Virtual bots and automated testing frame works.

**Environment:** Service Portal, Knowledge Management, ITSM.CMDB, SOAP, REST, Integration Hub, MID Server, ITBM, Discovery

**Technology Spa, Dallas, TX Dec' 17 – Dec’ 19**

**ServiceNow Developer**

**Responsibilities:**

* Worked as a developer for an End-To-End development for a re-factoring project, built custom applications and integrations and worked on CMDB Management to resolve issues that were a major defect in Networks.
* Worked on integration using SOAP / REST.
* Worked on Discovering different servers and network devices using discovery, stored, and maintained discovered CI’s in CMDB.
* Experience in Installation and Configuration of different modules of Service-Now.
* Installation and Configuration of MID Server inside the network.
* Worked on building complex Service portals for different teams in an organization and for multiple clients.
* Creation of Custom Related Lists, and Dictionary fields.
* Worked on ITSM, ITBM and ITOM modules and have full knowledge on these concepts.
* Reported KPI and performed necessary training to employee.
* Used Glide Record to retrieve and update data on different business conditions.
* Creation of Email Notifications and Inbound Actions.
* Worked on ATF and Virtual agent.
* Experience in using Import set tables and import data into ServiceNow.
* Worked on upgrading from Helsinki to Jakarta and Jakarta to London versions.
* Responsible for creating various workflows for Incident Management, Change Management, Service Requests and SLA’s.
* Responsible for creating homepages including basic reporting, gauge configuration and dashboard presentation. Designed the layout, CSS, dynamic content for the End User Self-Service Portal design.
* Implemented Social IT and Chat Application for the End User support.
* Created database views to pull the reports on variables which are being used by catalog items.
* Worked on building complex catalog items and order guides.
* Configured end to end process for Knowledge management and worked on the knowledge centered support plugin.
* Worked on Implementation of ITBM Module.
* Worked on Implementation of Event Management Module.
* Worked on Azure AD integration to ServiceNow.
* Used the best practice for migrating the customization from one instance to another which include creation of update set, preview, and commit of update sets and merge operations.
* Performed core configuration tasks including UI policies, business rules and client scripts, UI policies, UI Actions, Script Includes, UI Macros.
* Performed migration activities (Dev to QA, QA to prod).

**Environment:** CMDB, SOAP, REST, Integrations, MID Server, ITBM, Discovery, Service Portal, Knowledge Management, ITSM.

**MaryKay Inc, Addison TX Feb' 17 – Dec’ 17**

**ServiceNow Developer**

**Responsibilities:**

* Worked on working on the ITIL Process Configuration like Incident, Problem, Change Management, Knowledge Management, Service Catalog, SLA and Reporting in Service-Now.
* Worked on CMDB and Asset Management Services: Business Services and Configuration item relationships.
* Involved in server provisioning and server decommissioning project using integration with VMware and ServiceNow.
* Users are populated into the system using LDAP integration and worked closely with Service-Now.
* Resolved typical User’s access and roles issues by checking active directory and user’s table.
* Style sheet creation for the UI page, Dynamic content, and CMS page.
* Involved in running daily and weekly jobs to push the data into the application using Import Sets and Transform Maps.
* Used AJAX to retrieve data from server synchronously in the background without Interfering with the display and existing page in an interactive way.
* Worked on discovery module, Discovered Windows servers, Unix/Linux servers, networks etc.
* Design and implementation of service requests through Service Catalog in Service-Now.
* Responsible for the administering the Service-Now instances and clone scheduling process.
* Configured Email, inbound and outbound email actions and developing mail scripts on need basis.
* Configured Service-Now for Enterprise Service Request Module.
* Search, populate, and customize the knowledge base.
* Creation of UI pages for a better visual appearance in catalog items.
* Involved in client calls to understand requirement feasibility form functional aspect.
* Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
* Involved in running the daily and weekly jobs to push the data into the application using Import Sets and Transform Maps.
* Investigate performance issues, learn troubleshooting tools, and use system logs to find issues.
* Configured multiple forms for asset module using Configuration Management Database.
* Configured the complex Workflows that drive the catalog forms.
* Created database views to pull the reports on variables which are being used by catalog items.
* Suggestions on how the data needs to be moved from one Instance to the other using Update sets.
* Gathered the user business requirements and develop the reports based on that.
* Developed and improved user systems procedures, and prepared systems documentation.

**Environment:** CMS**,** Import Sets, Transform Maps, Service Catalog, CMDB, Workflows.

**CNET Global Solutions Oct’ 16 – Feb’ 17**

**Web Developer/Service Now Administrator**

**Responsibilities:**

* Implemented, documented, and maintained the Service-Now platform to meet specific business needs to support ITIL and business processes.
* Resolved typical Users access and roles issues by checking active directory and users’ table.
* Implementation of the **Incident management**, **Problem management**, **Change Management.**
* Developed websites using HTML5, CSS3, JavaScript, jQuery, Google Maps API (JavaScript Library), XML and Ajax.
* Developed the presentation layer using JSP, HTML, CSS and client-side validations using JavaScript.
* Developed websites using HTML5, CSS3, JavaScript, jQuery, Google Maps API (JavaScript Library), XML and Ajax.
* Designed Frontend within object-oriented JavaScript framework like Angular.JS, Node.js and Ext.JS.
* Involved in designing, creating, reviewing Technical Design Documents.
* Using Java scripts did client-side validation.
* Writing SQL queries to fetch the business data using Oracle as database.
* Developed UI for Customer Service Modules and Reports using JSF, JSP's and My Faces Components.
* Created interactive navigation lists using list elements in HTML.
* Implemented page designs in standard-complaint dynamic HTML and CSS.
* Used **Cascading Style Sheet (CSS)** in web pages to separate presentation from structure.
* Responsible in building **SLA** and generating Reports.
* Creation of catalog Items with Variables and Variable sets.
* Worked on Service Requests & Order Guides.
* Created Buttons and context menus both on form and lists using **UI actions**.
* Worked on **Single Sign on** and event-based integrations.
* Used **ACL's** for providing field level security and table level security.
* Customization of reports and scheduling to the respective users or groups.
* Helped end users with adapting to the new solution.
* Imported Active Directory to Service now using data sources.
* Worked on the Service requests, Requested items and tasks.
* Worked with **UI Policies**, **Data Policies**, **UI Actions**, **Business Rules,** and **Client Scripts**.
* Involved in **LDAP** integration with Service-Now for obtaining users and groups.
* Created database views to pull the reports on variables which are being used by catalog items.
* Created **Transform maps** for migration and import of data on Service-Now.
* Worked with **Import Sets**, Inbound and Outbound **Web Services** in Service-Now.
* Responsible for access control, security, minor enhancements such as form or workflow editing, and UAT/Regression testing of any development.
* Documented all implementations and best practices defined within team.
* Created and moved **update sets** to different Service-Now instances.
* Created notifications based on user requirements and configured inbound email actions to create incidents or requests.

**Environment:** Java Script, CSS, HTML, XML, SSO, Update sets, ACL, SLA.

**Education:**

* Master of Computer Software Engineering, Fairfield University, CT in 2016
* Bachelor of Computer Science Engineering from JNTUH in 2014