**Chandra K**

**ServiceNow Developer/ Admin || Email:** [**chandra.k8500@gmail.com**](mailto:chandra.k8500@gmail.com) **|| Phone: +1 469 706 0297**

**PROFESSIONAL EXPERIENCE:**

* **8+** years of Direct hands-on experience on various **IT Services** of **ServiceNow** tools like **Service Catalog Request**, **Asset Management, Configuration Management, ServiceNow Administration, Incident and Problem Management, Knowledge Management, Reporting, Gauges, Integration with Web Services.**
* Experience exclusively in **Developing**, **administering**, and **daily operations**, ongoing maintenance, upgrades, and technical support to existing **ServiceNow** environments and applications, managing incidents and run reports, core configurations, and implementing **ServiceNow.**
* Experience configuring and customizing all aspects of **ServiceNow**, such as UI actions, UI policy, business rules, data policies, and client scripts and ACLs, enhancing system functionality.
* Proficient in implementing **Information Technology Infrastructure Library** (**ITIL)** processes within **ServiceNow**, from requirements gathering to prioritizing development efforts, ensuring seamless **IT service delivery**.
* Experience designing, developing, and implementing **ServiceNow Information Technology Service Management (ITSM)** Platform applications and modules (ex. The incident, Problem, Change, CMDB, Service Catalog, Employee center, HRSD, MID SERVER Facilities, Performance Analytics, various integrations, and various custom applications).
* Expertise in Web development **HTML5,** **CSS/ CSS3, JS,** JQUERY, and various Java and JavaScript design patterns and web Services.
* Worked on **REST API** as a third-party application for Integration and have strong skills in ServiceNow suite development, using SOAP/ REST integration and **SOAP/ WSDL.**
* Implemented the specialized modules of **ServiceNow**, such as HR Case Management, Service Watch, Timecard scheduling, and Test Management, as a Developer and Administrator.
* Configure ServiceNow **HRSD** including Portal, Enterprise **Onboarding**, **Case Management**, and **Knowledge Management.**
* Configure ServiceNow **HRSD** suite and implemented **HRSD** roles, **COE structure**, **Services Configuration**, and **Record Producers.**
* Developed **Configuration Item** **CI** orchestration activity patterns for automating **Configuration Item** **CI** activities across the **ITSM** spectrum, **integrating monitorin**g tools such as **SolarWinds** and **JIRA.**
* Proficient in utilizing the **ServiceNow** **CSM** **Customer Service Management** (**CSM)** module, demonstrating hands-on experience configuring, customizing, and implementing solutions to streamline customer service processes and enhance overall **customer satisfaction**.
* Demonstrated a strong understanding of **IT Service Management (ITSM**) processes and **workflows,** applying this knowledge to streamline operations, improve efficiency, and enhance service delivery within the organization**.**
* Experience across a wide base of modules within ServiceNow, including from the **ITOM** and **ITBM** suites.
* Provides daily support of the Service Management Platform (ServiceNow), including **Scripting**, **Configuration**, Customization, **Integrations**, Administration of ServiceNow processes (User management/Group management), Functions, **Service Catalog**, and **Workflow**.
* Demonstrated advanced experience in system configuration encompassing various aspects such as **business** **rules**, **lifecycle events**, **workflows**, **automation**, and **analytics**, resulting in optimized system performance and functionality.
* Maintained a dedication to **high-quality output** by following coding guidelines, conducting exhaustive testing, and applying best practices in ServiceNow development projects.
* performed platform **fault-finding** and **debugging,** as well as prompt maintenance and support to guarantee continuous service delivery.
* Experienced capacity to follow best practices for the **Software Development Life Cycle (SDLC**), including phases for requirements collecting, design, development, testing, deployment, and maintenance, to ensure the timely and high-quality delivery of software.
* Utilized relational databases like Oracle, **MS SQL** **Server**, and **MySQL** for database design, development, and business intelligence.
* Proven expertise with the ServiceNow platform's **coding standards** and best practices, resulting in clear, modular, and maintainable code that promotes system scalability and ease of maintenance.
* Excellent Interpersonal skills, Communication skills, **Documentation Skills**, problem-solving ability, Analytical and Programming skills in speed, Quality assurance, and Multitasked environments.

**Certifications:**

* CSA: ServiceNow Certified System Administrator.
* CAD: ServiceNow Certified Application Developer.

**TECHNICAL SKILLS:**

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| Tools and Utilities | ServiceNow, AWS |
| Software Methodologies | SDLS, Agile, Scrum |
| Scripting languages and web technologies | JavaScript, HTML, CSS, CSS3, XML, Bootstrap, XSL, REST/SOAP web services. |
| Application servers | Apache, Tomcat. |
| ServiceNow Integrations | LDAP, ADFS, JIRA, Rest, Soap. |
| Database | Oracle, MS SQL Server, PostgreSQL. |
| ServiceNow | Change Management, Incident Management, Problem Management, FSM, Service Catalog, Integration with Third third-party tools, Configuration Management, CMDB, Reporting, Integrations, GRC/IRM, Client Side and Server-Side Scripting, Client & Server APIs, Glide Aggregate, Glide Record, Administration, Reporting, Email Notifications, App Engine Studio, Scoped Applications, ITSM, CSDM, ITOM, ITAM, CSM, GRC (Policy & Compliances), SAM, HAM. ServiceNow HR Service Delivery (HRSD), HR process automation, Integration with HRIS and other systems |
| Operating Systems | UNIX, Linux, Windows, Mac, IOS, Android |

**PROFESSIONAL EXPERIENCE:**

**State Farm, Tempe, Arizona Sep 2023- Present**

**ServiceNow Developer**

**Responsibilities:**

* Core **CSM** modules, such as **case management**, **incident management**, and **knowledge management**, have been successfully designed and modified to satisfy particular company needs.
* Developed various scripts in their order of execution that are related to **ACLs**, **Business Rules, Client Script, Script** **includes, and UI actions**.
* Creating, and maintaining **service request catalogs** while ensuring they meet user needs and company goals. Creating, setting up, and implementing ServiceNow's **Employee Center** to improve worker satisfaction and expedite service delivery.
* Managed the entire catalog item **lifecycle,** including requirement collecting, design, programming, testing, deployment, and ongoing improvement.
* Lead day-to-day testing and reporting of IT **compliance**; monitor internal compliance standards against information security policies and processes.
* Created intricate, **multi-step processes** with **Flow Designer** and **Integration Hub** to automate service requests and cut down on processing times and human intervention.
* Developed and implemented automated change request creation directly from **CI/CD** pipelines (such as Jenkins, and GitLab CI) within **ServiceNow.** Leveraged change management policies to automatically approve change requests based on predefined risk conditions, reducing manual intervention, improving deployment efficiency, and ensuring compliance with ITIL best practices.
* Competent in maintaining configuration items **(CIs)** and their connections and managing datasets from Configuration Management Databases **(CMDBs).**
* ServiceNow has integrated **third-party apps** and APIs to expand the capabilities of the **Service Request Catalog** and provide smooth cross-platform **workflows**.
* Developed and executed cloud discovery settings for **AWS and Azure** while working with interdisciplinary cloud teams.
* Utilizing configuration management tools, I deployed, tracked, and oversaw scalable infrastructure on **Amazon Web Services (AWS)** to guarantee effective resource optimization and usage
* Established work delegation, approval procedures, and service level agreements **(SLAs)** for catalog items, guaranteeing adherence to corporate guidelines and SLAs.
* improved the **Service Request Catalog's** usability by implementing **UI/UX** design best practices, which made it easier to use and more accessible. Conducted user research and feedback sessions to refine catalog designs, making the service request procedure more user-friendly and effective.
* A single platform for employee services was created by successfully **integrating** the **Employee Center** with several ServiceNow modules, such as HRSD, ITSM, and Facilities.
* **Coordinated** with **cross-functional** teams to ensure smooth data flow and consistency across all modules accessible via the Employee Center.
* Oversee the entire lifecycle of incidents and service requests, ensuring prompt resolution and maintaining high levels of customer satisfaction through efficient process management and continuous improvement initiatives.
* Developed and put into use ServiceNow **CSM** solutions to boost customer satisfaction and streamline customer support procedures.
* Customer portals, knowledge management, and case management are among the **CSM** systems that have been developed and modified.
* Create and maintain **reports** and **dashboards** to **monitor ITSM** performance, identify trends, and deliver actionable insights, driving informed decision-making and continuous service improvement.
* Utilized ServiceNow **Flow Designer** and Business Rules to automate customer service **workflows**, reducing manual efforts and improving response times.
* Created a single customer support platform by integrating ServiceNow **CSM** with external systems and data sources.
* Led the effort to **integrate** ServiceNow **CSM** with third-party **CRM** systems so that improved customer insights and smooth data flow were possible.
* Design and set up the process for **Incident Management,** **Problem Management**, and **Knowledge Management**, and Assist in developing **ITSM roadmap**. Designing and implementing custom application solutions on the ServiceNow platform and **App Engine studio**.
* Designed the layout, CSS, and dynamic content for the End User Self-Service Portal design.
* Articulate the ServiceNow **CMDB** Classes for Asset and Configuration, their relationships, and dependencies.
* Created transform maps for importing **CMDB** data.Worked on ServiceNow Version Upgrade Activity from older versions to new versions.
* Maintained a **continuous improvement** culture among the ServiceNow development team members by encouraging cooperation, exchanging best practices, and putting feedback loops in place to increase productivity and effectiveness.
* CI/CD pipelines were integrated with **Ansible** to optimize the software delivery process. Created and oversaw API policies that addressed error handling, traffic control, and security.
* Developed and Configured Business Rules and scripts, including UI Policies, Catalog UI policies, UI Pages, Style Sheets, Catalog Client Scripts, Client Scripts, UI Actions, UI Macro, Dynamic Content, Flow Designer, etc.,
* Work with the development team to migrate updates into the production environment.

**Environment:** ServiceNow, Windows, Oracle, SQL\*Plus, JavaScript, UNIX, SQL, XML, HTML, Ansible, Shell scripting, Integrations, Portal development, Cloud services, ITIL, SCRUM, CSS, Orlando ITIL V3, ITSM, ITOM, CSM, Web Services, AWS, CI/CD, SOAP, XML, HTML, I Frames, UNIX, AJAX, Integrations, XML, DHTML.

**United Healthcare Care, Ohio, New York Dec 2022 - Aug 2023**

**ServiceNow/Application Developer**

**Responsibilities:**

* Gathered requirements from the client, prepared the implementation plan for every release in **ServiceNow,** and provided a walk-through to the entire team to execute the steps.
* **Designed, developed**, and optimized various catalog items to streamline service requests and reduce processing time.
* Configured and customized the **Employee Center** as a centralized portal, improving employee self-service capabilities.
* Improved the end-user experience and request fulfillment accuracy by implementing user-friendly and intuitive catalog item interfaces.
* **Flow Designer** and **Integration Hub** were used to create automated request processes that guarantee smooth and effective service request processing.
* Work together with **HR stakeholders** to comprehend business needs and convert them into ServiceNow platform technical solutions.
* ServiceNow **dashboards** and **real-time monitoring** tools were implemented to monitor the functionality and state of critical services.
* Implementation of **Problem Management, Incident Management, Change Management, Service Catalog Management.Application Support** for Incident Management, Problem Management, and Service Catalog.
* Responsible for implementing **ITSM**, Discovery, **CMDB**, and service mapping in **ITOM.**
* **Development of code** for UI Pages using **Jelly**, **UI Actions**, **Script includes**, **MID Server** script including **client script**, **UI Policies**, **Business Rules**, **Glide Dialog Window**, **Glide Dialog Form** and Processor
* Hands-on experience working with the functional team for **HR Service Delivery** for benefits and compensations.
* Collaborated with **HR stakeholders** to gather requirements and translate them into technical specifications for ServiceNow **HRSD** implementation.
* Create and manage scripts for ServiceNow **HRSD** that improve system operation and user experience. Scripts may include **business rules**, **UI policies**, **ACLs**, and other elements.
* Design and create unique **HR services**, **HR workflows**, **Record Producers** (forms for employees), and two-way connections with ServiceNow **HRSD** modules, including **Employee Center**, **Lifecycle Events** (Journeys), Case and Knowledge Management, and other submodules.
* Designed and developed custom **HRSD** modules, including Case Management, Employee Service Center, Knowledge Management, and Onboarding, to streamline HR processes.
* Worked on Discovery and set up **MID Servers** checked for connectivity and developed expertise in troubleshooting Discovery tools.
* Configured **HR service portals** to provide a user-friendly interface for employees to access HR services and information.
* Utilized JavaScript and Flow Designer to develop custom scripts and automate complex HR processes.
* Actively engaged in, project **stakeholders**, operational support teams, peer developers, and **testers** while working in a scaled **Agile** product delivery team to analyze requirements, conduct feasibility studies, and lead design sessions that improved self-service capabilities and addressed business challenges.
* Set Up Widgets and Personalize ServiceNow **Employee Center Portal**: Use Performance Analytics to Customize Reports and Dashboards.
* Reviewed **Business Rules** and recommended solutions for implementation. Design and development of **ServiceNow** **forms** and **views**. Developed Scripts to invoke existing Scripts.
* Work together with teams from different departments, such as **HR, IT**, and other relevant parties, to provide integrated solutions and facilitate continuous platform improvements.
* Developed and altered dashboards and reports inside **CSM** to give customer support teams useful information and enhance decision-making procedures.
* Automated customer support **workflows** with ServiceNow **Flow Designer** and **Business Rules**, cutting down on human labor and speeding up response times.
* Created and customized **dashboards** and reports within **CSM** to provide actionable insights for customer service teams, improving decision-making processes.
* Gathered and documented requirements in close **collaboration** with business **stakeholders** to ensure that **CSM** solutions meet customer and corporate demands.
* carried out data integration projects, with a focus on **Workday** to ServiceNow data integration
* To improve overall system speed and user experience, best practices were implemented to increase the functionality of the incident and **case management** modules. This allowed for a seamless interface with other **ServiceNow** modules.
* Using the Service Now platform, apps, and additions were **developed,** **tested**, and **deployed** while abiding by best practices and standards to guarantee peak performance and dependability.
* Developed Import Sets to import data from different sources. Developed Transform maps to map values between Import Set and **ServiceNow** tables.
* **Using web services**, **APIs**, and other techniques, the ServiceNow platform was integrated with outside programs and systems to improve functionality and expedite procedures.

**Environment:** ServiceNow, Windows, Oracle, SQL\*Plus, JavaScript, Asset Management, Incident Management, Problem Management, Fire eye, HTML, CSS, ITSM, CMDB, CSM, ITIL, HRSD, Scrums, MID servers, Business Rules, Service Catalogs, Integrations, Workflows, Transformation maps, and Access Controls Lists

**Publicis Sapient, Bangalore Jan 2020 – April 2022**

**ServiceNow Developer/Admin**

**Responsibilities:**

* Developed and put into practice **HRSD** solutions, such as **HR integrations**, Employee Service Centers, and Case and Knowledge Management.
* Oversee the deployment of ServiceNow solutions, ensuring they align with ITIL procedures and business needs.
* Created Data Sources from various external applications, and scripts to parse incoming data and transform it into **ServiceNow.**
* Created and managed **HR workflows,** automating procedures to boost productivity and cut down on human involvement.
* Created single-page applications **(SPA)** with AngularJS for **Incident Management, Problem Management, and Change Management** to support clients' customer service operations.
* Collaborated with **HR stakeholders** to gather and analyze business requirements, ensuring alignment with HR service delivery goals.
* HR cases, tasks, and knowledge articles have all been created and adapted, along with the HRSD apps.
* Carried out application configuration**, TCP, IP**, **DNS**, Mail server installation, configuration, and diagnostics with **POP** and **SMTP**. Created/updated sets to migrate customizations from Development instance to **Test, UAT**, and **Production Instances.**
* Enhanced and optimized the customer support site, adding personalized features and improving the user interface to increase customer happiness and engagement.
* Within **CSM**, sophisticated reporting and analytics solutions were developed, giving customer service executives useful information and enhancing decision-making procedures.
* Worked on Business Service mapping and built scripts in sensors to map **CIs** so that the end user could see a graphical depiction of **CIs** and their relationships via **BSM**. Worked on **Azure/AWS/Google cloud discovery** setup in **ServiceNow**.
* Configured cloud discovery **(Azure/AWS)** in collaboration with multiple cloud teams.
* Deploy and monitor scalable infrastructure on Amazon web services **(AWS)** configuration management.
* Experience across a wide base of modules within ServiceNow, including from the **ITOM and ITBM** suites.
* Developed scripts for **ACLs, Business Rules, Client Scripts, Script Includes, and UI Actions** in their respective execution order.
* Integration - multiple provider **single sign-on** enhanced user interface.
* System Administration of Remedy Action Request System.
* Implemented catalog variable set to store and forward **Service Request** data to Orchestration **workflows.** Created workflow activities and approvals.
* Developed various scripts related to Business Rules, Client scripts, and Script includes.
* Configured events, notifications, Inbound email actions, and **SLA rules** for the incident management process.
* Configured standard email configurations in the ServiceNow instance, including email templates and notifications.

**Environment:** Agile/Scrum, ServiceNow, XML, SQL, Discovery, HTML, Angular JS, SOAP, REST, PPM, JavaScript, Incident Management, Change Management, Cloud discovery, Problem Management, Jelly Scripting, SCCM, Windows.

**NTT Data, Hyderabad July 2017 - Dec 2019**

**Service Now Developer**

**Responsibilities:**

* Acted as a point of contact for interacting with ServiceNow Personnel using Hi tickets.
* Perform upgrades and **view/monitor** history and status.
* Debugging the **production issues** to find the root cause of the problem and providing a feasible solution to fix the issue.
* Created and Maintained foundation data - **User Accounts**, **Approvers**, **Support Groups**, Sites, Production Categorizations, and Templates.
* Involved with bug-fixing functionality, performance, and designing issues **with JavaScript and jQuery**.
* Successfully executed all the **test cases** and fixed any bugs/issues identified during the **test cycles**.
* Analysis of **web application code** for re-engineering.
* Responsibility for monitoring the **ITIL** Service delivery via process mapping audits and designing the procedure.
* Participated in process designing sessions and documented **ITIL** process flows.
* Extensively worked on **CMDB** and set up **mid-servers** as per the requirements.
* Populated the **CIs** (**Configuration Items**) and configured the **CI** relations in **CMDB**.
* Configured multiple forms for the Asset module using **Configuration Management Database**.
* Responsible for the acceptance, identification, storage, and withdrawal of all supported **CIs**.
* Coordinated day-to-day change-related activities with Change Coordinators working within Change Team.
* Participated in department-wide initiatives to address long-term business, technical, and performance goals.
* Updated the existing website of clients as per the request.

**Environment:**  Agile/Scrum, ServiceNow, XML, Discovery, CMDB, HTML, Angular JS, SOAP, Asset Management, Incident Management, Problem Management, JavaScript, Windows. Development | Business Intelligence | Descriptive Analysis | Predictive Analysis | R Programming.

**Mega Engineering and Infrastructures Ltd, Hyderabad Apr 2015 – July 2017**

**ServiceNow Admin/Developer**

**Responsibilities:**

* Worked on customization of ServiceNow **OOB** features to fulfill the client's requirement.
* Customized forms using **UI Policies** and **Client Scripts**.
* Used **UI Actions** to create Buttons and Context Menus on forms.
* Implemented System Security by using **ACLs** and Roles.
* Created **Scripts Includes** and invoked them in **Business Rules** and **Client Scripts.**
* Utilized **Glide Record** for **server-side scripting**, particularly in business rules.
* Developed and customized Reports and Inbound Email Notifications and added Schedules to the report.
* Created **UI Pages** and **UI Macros** using **Jelly Scripting language**.
* Implemented **flow designer** to automate the reminder notifications.
* Configured the Push notifications for mobile. Configured **SLA** and **OLA** configured Scheduled jobs, **reports**, and **dashboards.**
* Worked on **workflow, Server**, and **Client-side scripting**.
* Configuring **UI Policies** and **Data Policies**
* Have exposure to the **FSM** module of **ServiceNow**.
* Responsible for validation of Client Interface HTML pages using JavaScript and jQuery.
* Developed front-end screens and server-side scripts using HTML, DHTML, CSS, and JSP.

**Environment:** HTML, CSS, JavaScript, jQuery, ServiceNow FSM Modules, UI Policies, CSS, Service Catalog

**Education Details:**

* Trine University, master’s in information science/studies 2023, Phoenix, Arizona.
* Acharya Nagarjuna University, Bachelor of Technology Computer Science 2015, Andhra Pradesh, India.