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**Nikhil**

**SR SERVICENOW ADMIN/DEVELOPER**

**EXCEPTIONAL EXPERTISE IN ALL PHASES OF SERVICENOW IMPLEMENTATIONS (ITSM, ITBM, ITOM) SERVICE-FOCUSED ITPROJECT LEADERSHIP &QUALITY BASED MANAGEMENT**

**SUMMARY**

* **Around 9+ years**of experience in IT industry with **7+ years**of experience on ServiceNow development and administration.
* Expertise in complete end - to-end project implementation and consulting in **ServiceNow** and best **ITIL**practices.
* Experienced with the ITIL process in **ServiceNow**: **Incident Management, Problem Management, Change management, Knowledge Management, Project Management**
* Gathering requirements and converting **BRD’s**into technical requirements. Created design patterns & implementation plans for **ServiceNow** enhancements
* Experience in designing, developing, customizing & administering ITSM suite of applications.
* Proficient in developing **Client scripts, Business Rules, Date Dictionary, UI actions, UI Policies, Web Service Import sets, Transform Maps**& developing scripted **Webservices.**
* Proficient in coordinating and collaborating with the client’s IT enabled **Business Service**leaders to provide a holistic approach to reduce over cost of maintenance.
* Worked on Requirements Traceability Matrix that developed for align of Test Cases to Requirements.
* Performed testing on Defects and Enhancements moving them to close/complete.
* Communicating with Service owners and developing team on enhancements and defects.
* Tested weather the request is going to approval group for approval as per requirements and checking that request fulfilled by the assignment group as per requirements.
* Experience in creating **Applications, Modules, Tables and Columns** as per the requirements in **ServiceNow**
* Knowledge in integrating**LDAP Server with ServiceNow**to get the**organizational Users, Groups, Roles**
* Experience in migrating the changes across various environments in **ServiceNow using Update-Sets**
* Experience on creation of **workflows for Service Catalog items** in Service-Now.
* Knowledge in designing and implementation of **workflows using ServiceNow workflow editor**
* Experience in working with the workflows using ServiceNow**workflow editor.**
* Excellent experience in **ServiceNow Administration**and Day to Day Production support
* Knowledge in **Service Mapping** and **Service watch**.
* Knowledge in using **DISCOVERY** to load configuration information to **CMDB**
* Client sides Scripts, Glide API’s, Inbound email Actions, SNOW OOB implementations.
* Server-Side Script’s Business Rule Script Include, Processors. **REST API, Table API’s, SOAP web services**. **MID server Integrations**. Background scripts. Task relationship, many-to-many, one too many. Reports customization, Database views.
* Experienced and fully engaged in all the stages of Software Development Life Cycle (SDLC) which includes gathering and analyzing business requirements, functional/technical specifications, designing, developing, testing, deploying the applications, and providing production support.
* Experience in functional testing on requests and incidents.
* In-depth knowledge of the technical implementation of Discovery, Incident Management, Change Management, Risk Management, Problem management, Knowledge **Management, Configuration Management, Service Catalog, Reporting, Integrations, LDAP, Altars, SAML 2.0, SCCM, SAAS, ADFS, SSO, and CMDB**
* Worked in generating the reports in ServiceNow as per the requirements in **ServiceNow**
* Proficient in activities like Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Process.
* Knowledge in working with**Calgary, Dublin, Eureka, Istanbul, Jakarta versions of ServiceNow**
* Good experience in developing workflows and in customizing the applications in ServiceNow using **JavaScript, AJAX, HTML and DHTML**.
* Extensive experience in **PL/SQL and SQL**and in performance tuning SQL queries in**TOAD and PG Admin.**
* Excellent understanding of **Data modeling (Dimensional & Relational)** on concepts like **Star-schema, Snowflake schema** using fact and dimension tables and relational databases (**Oracle**), SQL Server, **MS Access** and client/server applications.
* Strong knowledge and experience in all the phases of **SDLC**
* Good knowledge in various software development practices **Agile, Waterfall** etc.
* Excellent analytical, problem solving and communication skills.

**Development:**

* Experienced in complex transform scripts in transforming the data into the SNOW database along with the HYBRID managed services and customer services along with configuring with UI polices, Access controls and Automated Email Notifications.
* Expertise in Enterprise Onboarding and Transitions application allows you to easily automate onboarding and other employee lifecycle events that span multiple departments, improving employee satisfaction and efficiency across HR and other departments
* Experience in Email Integration from 3rdpartytool to ServiceNow. External Two way and bidirectional Web services Integration (both SOAP based, and REST based) in ServiceNow using API’s, Import sets, JDBC Data Loads**.**
* Hands on all the Modules of ServiceNow and implemented /changing few out of the box ServiceNow changes on change, CMDB vendor risk management, CSM (Customer Service Management), SAP Plant Maintenance (PM), Discovery, Service mapping, knowledge, Compliance Modules.

**Implementation:**

* Experience in implementing Module or applications like Customer Service Management (CSM), Contract Management, IRM, VRM, Release Management, Mobile Application and Human Resource Management (HR).
* Hands on ITOM modules and worked on Service Mapping, Discovery, CMDB, Firewall Audits and Service Graph Connections.
* Expertise on Network protocols like TCP/IP transmission, IP transit diagnosis and troubleshooting systems using IP address
* In depth understanding of CRM business processes like Forecasting, Campaign Management, Lead Management, Account Management, Opportunity Management and Case Management.
* Experience in all phases of SDLC like Requirement Analysis, Implementation and Maintenance**,** and extensive experience with Scrum and Agile.
* Responsible for creating, validating, and maintaining integrity of Service maps within ServiceNow and mapping dependencies between devices, applications using Service Mapping

**Administration:**

* ServiceNow ITSM suite which includes Incident, Problem, Change, Risk Management, Service Level Management, (ITAM)Asset Management, CMDB, Contract Management and Service Catalog.
* Setting out quality standards for various operational areas, ensuring a high-quality customer experience, while adhering to the SLAs and work processes.
* Develop systems integrations and process automation – fully utilizing the platform’s workflow capabilities.
* Hands on experience working on SaaS (Software as a Service) based tools (ServiceNow), with focus on implementing ITIL processes.

**TECHNICAL SKILLS**

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| **ITIL:** | ITSM, Service Now, ITIL, CMS |
| **Programming Languages:** | Confidential, Confidential ++, Java, SQL, PL/SQL, ASP.Net, Confidential # |
| **Java:** | JDK 1.6, Collections, Multithreading, Networking, Generics, Ajax, EJB  Exception Handling, Files and Streams, JDBC Servlets, JSP, JSTL. |
| **Scripting Languages:** | JavaScript, HTML, CSS, Ajax, XML |
| **Database Tools:** | SQL Client, TOAD, SQL Developer |
| **Web/Application Servers:** | IBM Web Sphere 6.x, Web Logic 10, Apache Tomcat |
| **Version Control Tools:** | CVS, SVN |
| **Software Methodologies:** | SDLC, Waterfall, Agile, XP, Scrum |

**PROFESSIONAL EXPERIENCE:**

**Sr ServiceNow Technical Consultant |T-Mobile (Washington) | Dec’ 2022 – till Date**

**Responsibilities:**

* Worked as a Technical consultant on the T-Mobile Safe Workplace Implementation and CSM project.
* I am tasked with the implementation of ServiceNow’s Safe Workplace Suite focused on Employee Readiness Survey and Contact Tracing for the T-Mobile P&T HR/CRE Team.
* As a part of CSM Project, Assisted with the development and on-going support of a $1 billion for CSM implementation
* Handled design and development of assigned stories and worked with the client to ensure business processes were effectively tuned and enabled for ServiceNow.
* Perform escalation support and troubleshooting for the customer’s CSM production environments.
* Predictive Intelligence enables us to train predictive models and machine-learning solutions that can be applied to business processes for CSM case assignment**.**
* Involved in integration and changes with regards to the Service - Now tool.
* As a Service Now developer, generated Buttons and context menus using UI actions on forms and lists.
* Creating scheduled tasks, monitoring the ticket queues and generating statistics.
* Interacted with ITSM Tools like BMC Remedy, HP Service Manager and their implementation.
* Involved in migration between various environments in Service Now using Update Sets and Import Sets.
* Worked with reporting and configuring service level agreements (SLAs)
* Design and implement new functionality using Business Rules, UI Policies, and Access Lists etc.
* Involved in Implementation, Customization and Maintenance of ITIL modules such as Incident, Change Problem, Knowledge, Service Catalog, CMDB in Service Now
* Created data sources and loaded the Service-Now tables with different data formats.
* Design and develop solutions within the Service-Now environment to include modifications of applications forms, workflow, interfaces and any other customization required to support ITIL processes.
* Involved in creation of reports, dashboards in Service Now.
* Strong working knowledge of various Service-Now components such as Service Desk, Change Management Incident Management, Asset Management, Problem Management, CMDB, Knowledge Management, Mobilityand Service Request Management.
* Imported Configuration Items (CI) from third party applications using import set tables.
* Worked on DISCOVERY and set up mid servers and check for the connectivity.
* Hands on experience in ITSM platform (Service Now, Remedy, Remedy Force)
* Experience on CMDB, Discovery and integration with other external modules.
* Designed email templates by using html and jelly scripting and used them in notifications.
* Worked on integrating ServiceNow with tally for obtaining the order information.
* Provide advanced support for Service-Now by troubleshooting a variety of difficult software problems Implementing bug fixes and performing root cause analysis.
* Experience on Glide and Jelly Scripting, Java Script, HTML, XML, AJAX. Done integration with 3rd partytools using (web services, SOAP, email, MID server).

**Key Project Accomplishments:**

* CSM, Safe workplace Implementation

**ServiceNow ITOM Engineer |The Hartford (Charlotte) | Jan’ 2020 – Nov’2022**

**Responsibilities:**

* Worked with the leadership team to gather the business requirements and understand the requirements and capability, analyzing and reviewing business requirements, Design, Development, and Testing
* Expertise as ITOM developer in all ITOM application areas (Discovery (AWS), Service Mapping, SAM, Event Management, Orchestration)
* Worked on Intermediate Windows and Unix administration skills including OS PowerShell and Bash scripting and config file interpretation/parsing
* Manage ServiceNow Certified Implementation Specialist (CIS) in any ITOM applications.
* Creating Dashboards with Responsive design with Drag-and drop widgets with property of share ability on Homepage for business by specifying permissions to view their work and their group work at one glance.
* Integration experience (SOAP, REST, and JSON as well as JDBC and file imports)
* Administration of a ServiceNow instance including the management of users, groups, and roles, ACLs, business rules, workflows, UI actions, UI policies, dictionary experience a plus.
* Hands on concepts and characteristics of routing and switching (routers, switches, firewalls, NAT, load balancing.
* Involved in analyzing the requirements, modeling & designing the features.
* Prepared Technical Design documents dat includes Class, use case & sequence diagrams using UML Rational Rose.
* Involved in Java, J2EE programming.
* Used Agile methodology the implement the features & participated in scrum meetings, backlog grooming sessions, scrum of scrums & in effort estimations & designs.
* I was actively involved in architecting various Business Layer and Data Management components of dis web based system over J2EE architecture.
* Used prime faces to develop UI pages and integrated JSF with spring framework to develop the end to end operation.
* Set up Data sources and queues set up in WebSphere dat responsible for transferring data to other queue managers.
* Used Spring MVC to develop the application & control the operation flows. Shell Scripting to automate the build process in the test levels.
* Hibernate framework was used to interact with databases, object relational mappings, cache management & specifying the business rules.
* Involved in writing HQL queries, named queries & the entity persistence.
* Developed REST Web services using CXF to perform transactions from front end to our backend applications, response is sent in JSON or XML formats based on the use cases.
* Used XML based web services tool to push pending orders in Integration Manager.
* Used same API CXF to develop the SOAP based web services. And then used SOAP UI to test both rest as well as soap based web services.
* Accommodated last minute requirement changes and high priority issues and make sure the expectations from client.
* Debugged issues related to performance of an application and discussed with performance Testers to optimize the performance using Rational Application Tester tool.
* Have written stored procedures for batch jobs & integrated with Ctrl - M to run at specific times.
* Supported for the defects on time based priority in DEV/QA/ UAT and PROD environments.
* Used JUnit test cases & make sure the quality metrics using find bugs, PMD & code coverage.
* Involved in writing & building the code using ANT & maintained continuous integration using Jenkins.
* Used Jazz tool for version controlling & tracking.

**Key Project Accomplishments:**

* CMDB**/**Discovery**:** Scheduling discovery to automatically discover Configuration items and maintain software, hardware assets i.e., retire unused CI’s (Also used to maintain software contracts)
* CMDB:  Configuration Management tasks related to ServiceNow, Mapping, and other data sources for CMDB. Remediates errors, investigates connectivity issues, and monitors performances for all systems related to Configuration Management.

**ServiceNow Lead Boyd Gaming (Las Vegas) Oct’2018–Dec’2019**

**Responsibilities:**

* Design, Development, and Implementation of the Existing Application like Service Catalog, CSM, Knowledge Management, Incident Management, Project Portfolio Management, Dashboards,SAP Linear Asset Management Vendor Risk Management, Agile Assets Sign Management**,** AWS Discovery**,** Integration Risk Management, Release Management, Change Management, Automated Testing Framework
* Created and configured Business Rules, UI Policies, UI Actions, Client Scripts and ACLs including advanced scripting of each and configuring Notifications, UI pages, UI Macros, Script Includes, Formatters in ServiceNow and improve core and custom applications and develop systems integrations and process automation to Identify opportunities to leverage automation.
* Built many catalog items to show the services provided by the company to the users and allow them the ability to submit request from a free form user friendly self-service portal. This reduces the paperwork which requires many tasks and approvals.
* CSDM elements used in Incident Management, which are used in Ci’s, Service Applications, and change management.
* Worked on ITOM modules of ServiceNow on Discovery and CMDB as a major part and few implementations on Service Mapping
* In-depth understanding of the various technical Modules of ServiceNow software application/system and have the analytical ability to analyze business needs to formulate a system that meets the requirements of management.
* Worked with most of the business teams to develop new modules for HR, Legal, payroll, procurement, and support center team.
* Configured CMDB to maintain logical and network configurations to support ServiceNow instance which reduce noise and inaccurate CMDB data through near-real time discovery and waste elimination.
* Worked on confluence (Process documentation and Wiki pages) and JIRA for tracking, updating tickets, create project workflows, permissions, team specific agile process flow to move tasks from one activity to another.
* Hands on SaaS License Management, Integrated with SSO Providers to view subscription for all connected applications
* Direct integrations with SaaS (GitHub, DocuSign, Go To)
* Common Service Data Model (CSDM) implemented within our CMDB which includes Azure
* Designed GRC application which enables the organization which document authority documents, policies, and risks and then design controls.
* As a top feature implemented Workspace UI builder as drag and drop of components to create new widgets and implementing Visual Studio code as an Extension.

**Key Project Accomplishments:**

* CatLog **items/Widgets**: Built/Reworked on more than 100+ catalog items for stakeholders, HR management and overall teams
* **Knowledge Management:** Worked on Knowledge management modules for few article changes, Knowledge portal, Banner change, Knowledge notifications changes(inbound/Outbound)
* **Change Management**: Templates for Standard change/changes done on the overall change forms from out of box.
* **ITAM**: Mobile App for IT Asset Management
* **ITILV4 Certified**
* **Integrations:** Flexera integration for software Asset Management, Workday Integration with HR Management.
* **ITSM/ITOM/ITBM/ITAM** Modules on ServiceNow
* Knowledge till **Orlando Version** of ServiceNow

**Sr. ServiceNow Developer) |On Semi-Conductors (Phoenix) Jun’2017–Sep’ 2018**

**Responsibilities:**

* Our instance support over 100k users and the **CMDB i**s considered one of ServiceNow's largest data repository.
* I lead a team of ServiceNow Administrators in different geographical locations, to improve existing platform functionality and business processes. This includes building processes into the ServiceNow Platform.
* Created Applications, Modules, Tables and Columns as per the requirement specifications in ServiceNow.
* Customized the user interfaces of Problem Management and Change Management applications of ServiceNow using UI Policies and Client Scripts.
* Used Transform maps to import data to Configuration Management in ServiceNow and maintained product catalog to import the configuration item records in ServiceNow.
* Service Catalog (Request Item, Order guide and Record Producer) was created based on client requirements. Also, Workflows were created to support the Workflow Approval and Task assignments.
* Managed and coordinated activities during the overall ticket life cycle in Incident Problem and Change Management. Successfully implemented Knowledge Management process.
* Worked on ITBM module on Project Portfolio Management, Demand, Resource, Test, software, ITAM (Asset Management) and financial management Applications.

**Key Project Accomplishments:**

* **PPM( Project Portfolio Management):** Reverting PPM apps (Project portfolio, resource Management, timecards to OOB versions)
* **ATF (Automation Testing Frameworks):** Manually entered all uses cases for catalog items to run test cases for testing.
* CSM( **Customer Service Management**) : Developed an interface on service portal for Live chat technique among the locations.
* **ITOM**: certificate Management

**ServiceNow Developer |Cisco (Raleigh) Jan’2016–May’2017**

**Responsibilities:**

* Provided analysis, design, and development of incident management to support the company operations.
* Hands-on experience in ServiceNow integrations using web service API’s (SOAP/REST), SSO, JIRA, ALM, LDAP and JDBC.
* Managed and coordinated activities during the overall ticket life cycle in Incident Problem and Change Management. Successfully implemented Knowledge Management process.
* Worked on Change Management module by enhancing the tool for the stakeholders and made it easy to understand.
* Created Applications, Modules, Tables and Columns as per the requirement specifications in ServiceNow.
* Provide technical leadership to business leaders and developers on Cisco's largest deployment of ServiceNow, fulfilling ITSM, ITOM, and ITBM capabilities within the company.

**Key Project Accomplishments:**

* **Integrations:** Integration with 3rd party tools, using SOAP/REST (API’s)
* **HR Portal/HR Management:** Created catalog items in HR portal, few field changes on the HR management form
* **Dashboards**: Multiple dashboard changes and Creation of new
* **ITBM Modules**: PPM, Demand, Resource

**ServiceNow Admin |Express Scripts (St. Louis) April’ 2014–Dec 2015**

**Responsibilities:**

* Worked on **Incident management, CMDB, Problem management, Change management, Configuration management, Service Request Management (Service-CatLog).**
* Major role in developing story boards with **upgraded version Kingston.**
* Developed an Automatic Customer On-boarding workflow, which helps the client to on board the new customers with their resources like Hardware, Software, Domain Creation etc.
* Involved in ServiceNow scripting includes **Glide Script, Glide Records, Inbound, outbound notifications JavaScript, java and Jelly Script** to create Business Rules, Client Scripts, UI Actions and UI Policies.
* Developing **Service Catalog items/Record producers** as per the requirements of the stakeholders.
* Working on business requirements and technical specifications for **ITSM platform.**
* Involved in **creating new workflows, modifying the existing work flows** according to new requirements **and creating approvals** in workflows in ServiceNow.

**Key Project Accomplishments:**

* **Version Upgrade**: Hands on upgrading to Kingston.
* **ITSM Modules:** Hands on overall ITSM modules (Incident, change, problem)
* **Workflow/data flow:** Worked on to overall system as per the requirement.
* **KTLO**: Working on Daily base Incident/RITM/ENHC Tickets updating/CAB Approvals.

**ServiceNow Admin |Farmers Insurance (California) Jun’ 2013–Mar’2014**

**Responsibilities:**

* Created UI customizations, Business Rules, Client Scripts, UI Policies and UI Actions using JavaScript, Email Notifications and designed many email templates using HTML, workflows for Incident Management, Change Management, Service Requests and SLA's, created knowledge articles to document the steps in creating the catalog items.
* Implementation, customization, and configuration of different Service Manager Modules like Change Request, ESS, SLA, ALM, Service Desk, Service Catalog, Problem and SLM.
* Communicated with external web services using SOAP Messages and REST.
* Gathered requirements from stakeholders for attributes needed to develop Service Catalog items.

**Key Project Accomplishments:**

* **Version Upgrade**: Upgraded to the latest version of SNOW
* T**ables/Reports**: Creation of Tables and reports as per the requirement
* **Activate Plugins**: Activation of plugins on the timely manner
* ServiceNow Admin Certified
* Most of the time on UI Polices, Service Mapping, UI Actions and Email Notifications.