**Prateek Goli**

**ServiceNow Developer/Admin**

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**SUMMARY:**

* Having around **11 years** of experience in IT with **8 years** of experience on service now development, Maintenance and Administration.
* Extensive experience on technical implementation of various **ServiceNow** modules such as **Incident Management, Change Management, Problem Management, Project Management, Service Catalog, Configuration Management, Asset Management, Event Management, Project Portfolio Management.**
* Experience in interacting with the clients, understanding their requirements, providing the sizing and finally developing customer facing portals and applications.
* Expertise in Design and development of **CMDB** (Configuration Management) in **ServiceNow**.
* Expertise in Design and configure **ITSM** (incident, change, problem), **CSM** (Customer service management) and **ITBM/SPM** (Strategic Portfolio Management) in Service-now.
* Experience in creating **Business Rules, Client Scripts, UI Policies, UI Actions.**
* Used **Glide AJAX** and **Asynchronous calls** in script includes for standard practices. Extensive experience on implementing the **AJAX** features using **JavaScript, Jelly**, and **jQuery.**
* Hands on experience in web development using HTML, JavaScript and CSS.
* Third Party **integrations**, **REST API**, **LDAP** integration, Server set up in Service Now and Run Automation.
* Configured logos, themes using branding editor. Created **search sources, page route maps** and **custom footer widget.**
* Customized OOB widgets by cloning them some of them **were Approvals, Service catalog Checkout widget, SC catalog** and **SC categories.**
* Experience in creating Flows using **Flow Designer** and used **actions** and **spokes** using **Integration Hub.**
* Experience in **integrating** ServiceNow with various Java based Web services.
* Involved in **LDAP** integration with Service Now for obtaining users and groups.
* Worked on integrating Service Now with external **SOAP** and **REST** based web Services.
* Experience working on the **Inbound Email** actions to create tickets as per the requirement.
* Experience in using **ATF’s** (Automated Test Framework) by creating various Test suites to automate the process.
* Experience working on **portals**, **widgets** and **Dashboards**.
* Experience in developing **workflows** and in customizing the applications in service now using **Java script, AJAX, HTML and DHTML**.
* Responsible for all the **upgrades** in ServiceNow, **Mid Servers**, **Troubleshooting** and working on **Skipped Update sets.**
* Proficient in creating Access Control Rules (**ACL**).
* Expertise on creation of **workflows** for Service Catalog items in Service Now.
* Experience in the Service Now Upgrades, Clones and Patch fixes to Service Now instance.
* Configured Task Assignment rules and automated ticket assignment using business rule scripts.
* Experience in creating and configuring the **SLAs** as per the requirement.
* Having production support experience with quickly problem-solving capabilities.
* Hands-on experience with **SQL**, PL/SQL, Open Interfaces, and APIs.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| Languages | Java script, HTML, PL/SQL, SQL, XML |
| Applications | Eclipse, NetBeans, Oracle SQL Developer |
| Ticketing Tools | **ServiceNow (Catalog configuration, Incident Management, Problem Management, Change Management, Knowledge Management, Access management)** |
| Databases | Oracle 8i/9i/10g/11g, MS Access, MS SQL Server 2000/2005 |
| Operating Systems | Windows, Mac, MS-DOS, Sun Solaris, Linux |
| Web/App Servers | Apache Tomcat, Web logic Server 8.1/9.2/10, MS IIS 5/6.0, JBoss |
| Packages/Tools | MS Office Suite, Toad, PuTTY, FrontPage 2000 |

**CERTIFICATIONS:**

* Certified System Administrator – **CSA**
* Certified Implementation Specialist – **ITSM**
* Micro Certification – **Service Portal**
* Micro Certification – **Flow Designer**
* Micro Certification – **Integration Hub**

**PROFESSIONAL EXPERIENCE:**

**Client: Xentegra, Huntersville, NC May 2023 to till date**

**Role: Service Now Developer/Admin**

**Environment: Service now (incident, Problem, service catalog), CMDB, Portal, Workspaces.**

**Responsibilities:**

* Experience on the **ITSM**, **CSM** and **ITBM** module by working on the Projects or Project tasks by developing or configuring on the list or form layouts.
* Worked on the **service portal** (sp) by building various Pages, Widgets as per the requirement.
* Experience working on Catalog Items, Catalog Variable Sets, **Workflows**, **Flow Designer** and variables.
* Experience in creating **Business rules**, **Client scripts**, Catalog client scripts, fix scripts, **script includes** and **scheduled jobs**.
* Built many custom widgets using **AngularJS** in Self-Service Portal and **customized OOB widgets** by cloning them.
* Created a portal page using AngularJS for tracking all the custom created Major incidents.
* Experience in developing **workflows** and in customizing the applications in service now using **Java script, AJAX, HTML** and **DHTML**.
* **Service Catalog** (Request Item, Order guide and record producer) has been created based on client requirements.
* Customized OOB widgets by cloning them some of them **were Approvals, Service catalog Checkout widget, SC catalog and SC categories.**
* Worked on providing **Visual Task Boards** and created dashboards to Service Management team.
* Experience in creating **UI Actions**, UI Polices and UI policy Actions as per the requirement.
* Experience in the development of **Email scripts** and configuring Notifications.
* Configured **Dashboards**, **Workspace Dashboards**, **Reports** and **used Performance Analytics module** as per the requirement.
* **Implemented Flow Designer and Integration Hub**. Transitioned workflows involving orchestration from traditional workflows to flow designer.
* Extensive experience in integrating ServiceNow with external systems and tools using **SOAP** and **REST** services.
* Worked on the **UI builder** and used **Data Visualization** Type to create Workspace Reports.
* Worked on the **Encryption Module** for an encrypted Type field on the form.
* Worked on **project portfolio management for creating demands** and **projects.**
* Experience with Software configuration/customization including **UI customization, workflow administration**, data imports, custom scripting, implementing new functionality, homepage customization.
* Updated all the synchronous **Glide Ajax** calls to use **Asynchronous calls** to make it performance effective.
* Worked on Implementing Change Management by gathering requirements, designing, developing and deploying the implementation to sub-prod instances.
* Created Flows and used **Integration Hub** for automating Server decommissions.
* Used actions for making web service calls for AD group provision using **Flow Designer**
* Responsible for **ServiceNow upgrades** and successfully completed ServiceNow upgrades and working on skipped update sets.
* Created ACL's, Users, Groups and Roles for Security, Approvals and Fulfillment.
* Experience in using **ATF’s** (Automated Test Framework) by creating various Test suites to automate the process.

**Client: Avaya, Irving, TX October 2019 to March 2023**

**Role: Service Now Developer/Admin**

**Environment: Service now (incident, Problem, service catalog), CMDB**

**Responsibilities:**

* Responsible for **upgrading** the platform with current releases and the **clone** on all the instances.
* Worked as a Pre and Post installation consultant to define and implement industry (ITIL) best practice for the ServiceNow **ITSM** (incident, change, problem) platform.
* Worked on various customizations on both the list and form views for Incident Management, Change Management and Problem Management.
* Experience on the **SPM** or **ITBM** module by working on the Projects or Project tasks by developing or configuring on the list or form layouts.
* Worked on the **CSM** module by creating several groups, roles, contracts, entitlements, core companies for customer users
* Experience in creating **Business rules**, **Client scripts**, Catalog client scripts, fix scripts, **script includes** and **scheduled jobs**.
* Experience in creating **UI Actions**, UI Polices and UI policy Actions as per the requirement.
* Expertise in creating and configuring the **SLA** definitions, SLA rules, Task Assignment rules as per the requirement.
* Experience in the development of **Email scripts** and configuring Notifications as per the requirement.
* Involved in the Development of required integration components (**SSO, LDAP, SAML, and SOAP**).
* Involved in the ebonding integrations bidirectional using **SOAP** and **RESTAPIs**.
* Worked on Purchase Order Requisition with Mule-Soft using **REST API’s** to send data to **Mule-Soft** and update the ticket with the Purchase order number.
* Experience working on the **Inbound Email actions** to create tickets as per the requirement.
* Experience in using **ATF’s** (Automated Test Framework) by creating various Test suites to automate the process.
* Strong working knowledge of **ServiceNow ITOM** Jakarta components such as Discovery, Service Mapping, Event Management, and CMDB Design.
* Worked on **CMDB health** and configured health dashboards and remediation rules.
* Created **Security Incident catalog** for incident creation from portal and created inbound email actions to parse emails to create Security Incidents.
* Configured Scheduled email of **Reports** as per the business requirement.
* Upgraded from San Diego to Tokyo Patch 3 release on all the instances by working on the skips and promoting them to Production environment.
* Created data fix scripts for data corruption issues and perform Root Cause Analysis.
* Used system logs to view information about system activity (i.e. Work Flow, Configuration, Transaction, Email, Events, System and Upgrade logs).
* Experience in the development of **CMDB** (Configuration Management) in ServiceNow.
* Created **ACL's**, **Users**, **Groups** and **Roles** for Security, Approvals and Fulfillment.
* Worked on **CMDB** and Asset management. Performed Data migration to import data from other applications and external databases.
* Implemented Core configuration changes to the platform as well as supporting applications.
* Coordinated with various stake holders and offshore team on day-to-day issues.
* Experience with Software configuration/customization including **UI customization, workflow administration**, data imports, custom scripting, implementing new functionality, homepage customization.
* **Configured LDAP Server and set up LDAP connection** to read the data from Mid Server coming from Active Directory.
* Create data **fix scripts** for data corruption issues and perform Root Cause Analysis.
* Involved in the day-to-day administration tasks by working on the tickets for any user or customer facing issues which are only allowed by Senior SN Administrators.
* Manage ITIL Processes monitoring overall system performance using the System Performance and System Diagnostic dashboards.

**Client: Verizon, Irving, TX August2017to September 2019**

**Role: Service Now Developer/Admin**

**Environment: Service now (incident, Problem, service catalog)**

**Responsibilities:**

* Worked closely with business units to define development estimates according to **Agile Methodology**.
* Created ACL's, Users, Groups and Roles for Security, Approvals and Fulfillment.
* Involved in the development of **ITOM** services using mid server virtual machine.
* Involved in the ebonding integrations bidirectional using **SOAP** and **RESTAPIs**.
* Expertise working on the **CSM** module by creating several groups, roles, contracts, entitlements, core companies for customer users.
* Worked on UI customizations for forms, lists and UI actions.
* Tests, analyzes, collaborates, and assists with translating business requirements into technical requirements to ensure a smooth implementation of new enhancements, applications or modules.
* **Service Catalog** (Request Item, Order guide and record producer) has been created based on client requirements.
* Development of required integration components (**SSO, LDAP, SAML, SOAP**).
* Experience in the creation of workflows for service catalog items in ServiceNow.
* Involved in gathering the requirements to create and modify service catalog items and workflow designs.
* Worked on **CMDB** and Asset management. Performed Data migration to import data from other applications and external databases.
* Utilizes best practices for development, conducts thorough testing, analysis, and certification of changes to Service-now. Ensures all assigned project tasks required for the implementation of Service-now are completed on schedule.
* Implemented Core configuration changes to the platform as well as supporting applications.
* Technical implementation of various ServiceNow modules such as Change Management, Incident Management, Problem/ Configuration Management, Service Catalog.
* Software configuration/customization including UI customization, workflow administration, data imports, custom scripting, third-party software **integrations**, implementing new functionality, homepage customization.
* Manage ITIL Processes monitoring overall system performance using the System Performance and System Diagnostic dashboards. Integrating ServiceNow with other systems and customization.
* Create data fix scripts for data corruption issues and perform Root Cause Analysis.

**Client – Sprint Corporation - Overland Park, KS March2016 to July 2017**

**Role: ServiceNow Developer / Admin**

**Environment: Form Creation, Business Rules, Script Include, Client Scripting, Jelly Scripting, Email Notifications.**

**Responsibilities:**

* Communicating with end users, identifying their difficulties and changing the applications as per their requirements.
* Created various front-end forms, and associated **Client Scripts**, UI policies, including advanced customizations that require modification of **UI Pages/Macros**.
* Experience with jelly scripting in ServiceNow.
* Create an access control rule (**ACL**).Use of scripting tools and Service Now functionality to create script to automate routine tasks being done in Service Now.
* Designed Workflows, along with standard **Workflow** templates which can be reused.
* Strong knowledge of the server-side scripting Business rules and Script Includes.
* Implemented ServiceNow **ITSM** applications using ITIL V3 services best practice processes, methods, testing, and training projects for multiple, diverse organizations.
* Implementation of **Software** and **Change Management, ServiceNow Change Management**.
* Experience on the **ITBM** module by working on the projects or project tasks by developing or configuring on the list or form layouts.
* Expertise working on the **CSM** module by creating several groups, roles, contracts, entitlements, core companies for customer users.
* Implementation of changes to improve automation and efficiencies in Service Now.
* Technical implementation of various ServiceNow modules such as Change Management, Incident Management, Problem Management, Service Catalog, Config management.
* **LDAP**, Initial Data Loads, Import Sets, automated integrations and address exceptions.
* Managing ServiceNow (Change Management) ITIL Automate and standardize business processes for all Go-Lives. Consolidating all global IT to a single system of record.

**Client: HDFC Bank, Hyderabad, India Oct 2012 – June 2014**

**Role: PL/SQL Developer**

**Environment: Oracle 10/11g, PL/SQL, Informatica 8.6, DB2, SQL Navigator, UNIX, Windows XP.**

**Responsibilities:**

* Interacted with the Business Analysts in understanding the business requirements for the project.
* Gathered the requirements from the users and analyzed their business needs and created SRS documents.
* Involved in SDLC including designing, coding and testing.
* Collaborated with Data Warehouse Architecture in writing **PL/SQL** scripts, shell programs, and Data Flows.
* Created database objects like tables, views, procedures, packages using Oracle tools like SQL\* Plus, PL/SQL and **TOAD**.
* Extracted data from Flat files and transformed it in accordance with the Business logic mentioned by the client using SQL\*Loader.
* Involved in validating the data while data migration by creating PL/SQL Packages, Procedures, Functions, Triggers.
* Worked on performance tuning and used Explain Plan, TKPROF and SQL trace for tuning the queries.
* Created Indexes for faster retrieval of the customer information and enhance database performance.
* Wrote complex **SQL** queries including inline queries and sub queries for faster data retrieval from multiple tables.
* Used Ref cursors and Collections for accessing complex data resulted from joining many tables.
* Worked with Bulk Collects to improve the performance of multi-row queries by reducing the context switching.
* Handled Exception extensively for the ease of debugging and displaying the error messages in the application.
* Related and modified several **UNIX Shell** Scripts according to the changing needs of the project and client requirements.

**Client: ICICI BANK, Hyderabad, India. Aug 2011 – Sept 2012**

**Role: Oracle Pl/Sql Developer**

## Environment: Oracle 10g, SQL, PLSQL, TOAD, Oracle Forms 10g, Reports10g.

**Responsibilities:**

* Involved in the Analysis, Design, Coding and Testing of the application.
* Created **PL/SQL stored procedures**, functions and packages for moving the data from staging area to data mart.
* Worked on designing and developing a data warehouse for providing business intelligence
* Developed **SQL scripts** to create database objects like tables, views and sequences.
* Developed SQL and PL/ SQL scripts for migration of data between databases.
* Designed and developed complex reports to meet end user requirements and deployed using Oracle Report 10g.
* Tune SQL statements using hints for maximum efficiency and performance, create and maintain/modify **PL/SQL packages**, mentor others with the creation of complex SQL statements, perform data modeling and create/maintain and modify complex database triggers and data migration scripts.
* Developed complex **triggers** in reports before/after for **validation** of user input.
* Designed and developed user interfaces using Oracle Forms 10g.
* Involved in logical and physical database design, Identified Fact Tables, Transaction Tables.
* Proactively tuned **SQL queries** and performed refinement of the database design to leading significant improvement of system response time and efficiency.
* Design and development of conversions, interfaces, customizations, Custom Forms, Reports and all Technical design and solutions.