CSA 

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**SUMMARY**:

* Over all 9 years of experience in the IT industry involved in providing Service-Now platform as **Administrator** and **Developer**.
* Configured Applications using Service-Now tool used in **ITIL Management**. 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 **Incident Management, Problem Management, Change Management, Service Catalog, Configuration Management, Reporting.**
* Good Experience in Using Nuvolo Scoped App and integrations.
* Experience in using Nuvolo with ServiceNow that provides core services like workflow, business rules, and UI policies in the global app.
* Experience working on SAAS (Software as a Service) based tools (Service-Now), with focus on implementing ITIL processes.
* Experience in Installation and Configuration of different modules of Service-Now.
* Functional knowledge and implementation experience of IT Service **Management (ITSM)** frameworks and experience working directly with Customers and Clients.
* Expertise in **importing** and **exporting data** in Service-Now
* Design, configure, develop, and test custom Service Now forms, tables, and **workflows** based on business requirements.
* Working with **UI Policies** and **Core Configuration**.
* Coordinated Service **Catalog options**, **including two-step checkout**, and **variables**. Created notifications based on user requirements and configured inbound email actions to create incidents or requests.
* Wrote complex Access Control records to control access to sensitive data.
* **Developing and managing application code, user interface, and third-party integration components.**
* Managed data with **Tables, Import Sets, and Update Sets.**
* Expertise in creating and maintaining Access Control rules for securing and providing the right access to right person/role.
* Experience in working with Service Now **(Application Programming Interfaces) APIs**.
* Experience in creating scripts like **Client Scripts, Catalog Client Scripts, UI scripts** and **UI Policies.**
* Created **catalog items, workflows, inbound email actions** and **update sets** for service requests.
* **Proficient in Data Migration, Testing, System Integration, Defect Management, Troubleshooting**.
* Experienced in complex transform scripts in transforming the data into the SNOW database.
* Experience in working with Content Management System (CMS) using Jelly Script and UI Macros
* Expertise in doing **CMDB** bulk data, load data reconciliation with the help of transform map and transform script.
* Nuvolo, as a scoped application, I installed the cloud infrastructure elements on the service Now Platform.
* Installing MID Servers and scheduled discovery to find available devices in the network.
* Experience on Third party integration tools like **SCCM, EDMP, ARIBA, JIRA** and **Envision** for monitoring.
* Intermediate knowledge in CMBD, Configuration, Asset Management and DISCOVERY tool like HP CMBD.
* Configured SAML 2.0 **Single Sign-on** authentication, OKTA Single Sign-on authentication.
* Expertise on all the phases of the **Software Testing Life Cycle** ranging from Requirements gathering to User Acceptance Testing, Defects Tracking till Closure.
* Experience in **Software Testing** on **manual and automated testing tools** in ecommerce, Financial, Banking, Healthcare and Insurance domains.
* **Expertise** in participating in **Test Plan** with QA lead and other team members.
* Expert in testing web based applications, desktop/window applications, and client-server applications.
* Strong Experience in Design, Development and Execution of Test cases, Test Scenarios and Automated Scripts.
* Ability to work on crosses platforms including any **flavor of UNIX** and **Windows**.
* Ability to handle the Defects, new **Change requests** and data transportation from **DEV** to **PRODUCTION** environment using update set and XMLs.
* Experience in Service now **platform upgrades** recently we have migrated to **Kingston** Upgrade.

**CERTIFICATION:**

* **Certified Application Developer-Service Now ( CAD) in the year of 2023**
* **Certified System Administrator (CSA) in the year of 2023**

**TECHNICAL SKILLS**:

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| --- | --- |
| **ITIL** | ITSM, ITIL, Service Now, CMS, BMC Remedy, AWS and LDAP. |
| **Programming Languages** | C, C++, Java, SQL, PL/SQL,.NET |
| **Scripting Languages** | JavaScript, VB Script, Power Shell. |
| **Databases/Tools** | SQL Server, Oracle 9i/10g, Service Now. |
| **Web Application Technologies** | HTML, XML 1.0, JavaScript 1.x, JQuery 1.x, CSS 2.1, Web Services. |
| **Testing Tools** | Quick Test Pro(QTP),Rational Clear Quest, Selenium. |
| **Operating System** | Windows, UNIX, Linux, Mac OS |
| **Service Now Modules** | Incident Management, Change Management, Problem Management, Service Catalog, Service Level Management,, Nuvolo, CMDB, Data Loading, Start Now, On Call Scheduling, New Call, Web Services, ODBC Connectivity. |

**PROFESSIONAL EXPERIENCE:**

**Client: NYS Office of the Attorney General, NY Nov 2022 to Present**

**Role: Service Now Developer / CMDB Admin**

**Responsibilities**:

* Configured the Incident, Problem and Change Management applications supporting ITIL.
* Experience with development of Service Catalog like Catalog items, designing workflows.
* Worked on Service Now ITOM business development, project delivery / implementation, building Service Now ITOM practice& competency (Service Mapping, Discovery, CMDB, Event Management).
* Created, monitored, modified, and published workflows with approvals.
* Created reports, workflows, and data imports for Incident, Problem, and Service Request and Change Service Now modules.
* Utilized Java Scripting to deliver solutions that automate and audit business processes using UI Policy, Client Script, UI Action, and Business Rules.
* Understand the existing Knowledge Base management designed and developed the **workflow** by adding the **trigger conditions**.
* Experience with creating visually appealing and interactive Service Portal themes and layouts.
* Designed and developed the survey Templates from Scratch and integrate that with service Requests and Incident.
* Configured **Service Level Agreements** to define certain levels of service from both internal and external providers.
* Worked on Hardware Asset Management with service requests.
* Working in Weekly based development environment and participating in weekly sessions for the Service Now Updates.
* Responsible to work directly with Ariba technical support and BA team to ensure good execution of project plan and timely implementation.
* Integrate Service Now with other relevant systems within the telecommunications ecosystem, such as **CRM systems**, billing systems, and network provisioning too.
* Managing Service Now (Change Management) **ITIL Automate** and standardize business processes for all Go-Lives. Consolidating all global IT to a single system of record.
* Understanding of IT service management (ITSM) and the ITIL business process.
* Involved in the integration services with Nuvolo like API, Import and Export parts.
* Experience using **DATA CENTER DISCOVERY** tools to load configuration information to CMDB, as well as manage data with import sets and update sets, and comfortable deploying discoveries in a multi data center environment, **Service Portal**.
* Worked on Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, and CMBD in Service Now.
* Involved in the Nuvolo IT Design part and Customizations.
* Create and use update sets to move customizations between systems.
* Prepared requirement specifications and design documents.
* Optimized and Monitored system performance and provided system statistics and reports to the Business.
* Responsible for preparing design level, program level and user level documentation.
* Use business analysis skills to directly interface with customers to design and build applications that meet business goals and objectives.
* Understanding the requirements and designing the workflows.

**Environment:** Service Now (Incident, Change, Problem, Service Catalog, Asset, Knowledge base), CMDB, ITSM, Java script, Nuvolo, Jelly script, XML, HTML5, Workflows

**Client: Centene, St Louis, MO Apr 2020- Oct 2022**

**Role: Service Now Developer**

**Responsibilities**:

* Design and configured the Incident, Problem and Change Management applications supporting ITIL and business providers.
* Customized UI Appearance for Problem and Change Management Application which is simple, intuitive and easy to use.
* Created, monitored, modified, and published workflows with approvals.
* Created reports, workflows, and data imports for Incident, Problem, Service Request and Change Service Now modules.
* Involved in the services provided by the Nuvolo Scoped App.
* By using Nuvolo, I installed the cloud infrastructure elements and provide access to the ServiceNow Platform.
* Worked on **Service Now ITOM business development**, project delivery / implementation, building Service Now ITOM practice & competency **(Service Mapping, Discovery, CMDB, Event Management**), and providing consultancy services to business regarding overall strategic business transformation leveraging Service Now.
* Utilized Java Scripting to deliver solutions that automate and audit business processes using UI Policy, Client Script, UI Action and Business Rules.
* Worked on Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMBD in Service Now
* Worked on Orchestration to automate the top and frequently used service requests.
* Involved in introducing Angular Plug-in into Service Now and widely used in creating the **front-end view** of **Portal**.
* Configured Service Level Agreements to define certain levels of service from both internal and external providers.
* Create a single system of record for your public and private cloud infrastructures and the business services that use them.
* Worked on ARIBA integration for Hardware Asset Management with service requests.
* Good experience with integrating **Ariba Catalog** with **SAP SRM OCI** calls.
* Responsible to work directly with Ariba technical support and BA team to ensure good execution of project plan and timely implementation.
* Implemented Service Now Orchestration/Run book Automation in Service First to automate changes to Enterprise Servers, Active Directory and Outlook Exchange.
* Worked on DISCOVERY and set up mid servers and check for the connectivity, Became an expert in troubleshooting datacenter and CMBD Discovery tool.
* Configured foundation data in CMDB, created process templates in ITSM environment
* Understanding of IT service management (ITSM) and the ITIL business process. Maintain service level agreement (SLA) and monitor an SLA workflow.
* Develop a strong understanding of functional requirements and business processes
* Experience using **DATA CENTER DISCOVERY** tools to load configuration information to CMDB, as well as manage data with import sets and update sets, and comfortable deploying discoveries in a multi data center environment, Service Portal.
* Service Now Cloud Management provides comprehensive support for **Amazon cloud resources** and managed services and is designed to evolve seamlessly as these resources and services evolved.
* Worked on Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMBD in Service Now
* Created and Maintained foundation **data- User Accounts**, **Approvers**, **Support Groups**.
* Create and use update sets to move customizations between systems.
* Prepared requirement specifications and design documents.
* Responsible for maintaining and growing data held within Service Now such as users, **locations**, **configuration items**, **service catalog items**.
* Optimized and Monitored system performance and provided system statistics and reports to the Business.
* Responsible for preparing design level, program level and user level documentation.
* Use business analysis skills to directly interface with customers to design and build applications that meet business goals and objectives.
* Understanding the requirements and designing the workflows.

**Environment:** Service Now (Incident, Change, Problem, Service Catalog, Knowledge base),Nuvolo, CMDB, ITSM, Java script, Jelly script, XML, HTML5, Workflows

**Client: Amex, Phoenix, AZ**  **Apr 2019-Apr 2020**

**Role: Service Now Admin / Developer**

**Responsibilities**:

* Assisted in the import of **configuration** and **asset data**.
* Manages data with **tables**, the **CMDB**, **Import Sets,** and **Update Sets**.
* Tested everything that was developed in Dev instance in UAT before deploying it to production.
* Experience working with email notifications, inbound actions, reports, **gauges**, and **home pages**.
* Facilitating rollout of new applications and modules.
* Expert in JavaScript, **jQuery**, **prototype**, and **Jelly** scripting used in Service Now.
* Experience working with Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages,
* Catalog - Multi-catalog management and Diagnostic and debugging utilities, in **Helsinki Upgrade**
* Working in **AGILE** based development environment and participating in Scrum sessions.
* Used Email integration to fulfill this requirement, worked on Inbound Email Actions, Client Scripts and Email Notifications to fulfill the requirements.
* Responsible for the Service Now upgrade from Helsinki to Istanbul and Jakarta. Have been instrumental in handling the entire upgrade activities and fixing the issues post upgrade.
* Have conducted several use case test scenarios before going live in **UAT instance**.
* Utilize the Service Now Service Catalog for users to create Service Requests and Service Items.
* Experience working with Email Notifications, Inbound Actions, Reports, Gauges and Home Pages.
* Worked on the Defects, Stories provided by the end user
* Migration of customizations from one instance to another instance
* Manage newly implemented Incident, Problem and Change Management Processes. Insure Continual Service Improvement.
* Created transform maps both automatic **field mapping** and scripting
* Developed Client-side user interface components and deployed in compute cloud of Amazon Web Services (AWS) .
* Experience using DATA CENTER DISCOVERY tools to load configuration information to CMDB, as well as manage data with import sets and update sets, and comfortable deploying discoveries in a multi data center environment, Service Portal
* Worked on AWS Cloud Watch integration with Service Now. Created incidents in Service Now.
* Responsible for helping integrate external third-party tools such as Solar Winds, JIRA, Chef, and Amazon AWS Cloud with Service Now.
* Have good knowledge in Integration Experience with AWS, Office365 and other cloud platforms.
* Provide Continual Service Improvement consulting for ITIL Best Practices.
* Created **Workflows**, **Sub flows** and Tables both on. Managed inbound and outbound notifications.
* configurations employee service center
* On boarding process workflow
* Case Management for HR.
* Conducted different levels of testing including functional, user acceptance, integration and performance to verify the client's needs are met
* Worked closely with stakeholders to understand their Business Processes, including current state and the desired "to-be" state and documentation of requirements and conceptual design from which application and solutions are developed
* Liaise between business and technical personnel to ensure a mutual understanding of processes and applications.
* Facilitate workshops with business stakeholders and IT associates to gather system requirements

**Environment:** Service Now (Incident, Change, Problem, Service Catalog, Knowledge base),CMDB, ITSM, Java script, Jelly script, XML, HTML5, Workflows

**Client: Verizon, Tampa, FL Jan 2018 – Mar 2019**

**Role: Service Now Admin / Developer**

**Responsibilities**:

* Worked directly with user groups in analyzing and specifying business requirements for the design and development of project.
* Design and develop custom applications, modules, and workflows that automate and streamline the telecommunications order management processes, including order creation, validation, provisioning, and fulfillment.
* Suggested and advised clients to tactfully alter workflow of application to increase efficiency and ease of use.
* Implemented Core configuration changes to the platform as well as supporting applications.
* Worked on UI customizations for forms, lists and UI actions.
* Proposing new CSI and business solutions within Service Now to benefit customers.
* Documentation of changes and new development as technical and functional specifications.
* Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, and Access Control Lists.
* Service Catalog and Request Workflow Design and Configuration.
* Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Designing the Content Management System for Various systems which involved Layout, UI Pages, CSS and Service Catalog work.
* Worked as an Architect to incorporate the requirements in the Service Now tool in an optimal way.
* Working with functional requirements within Service Now for CMS, Request Management, Incident, Problem, Knowledge, Change, Core Platform, Web services, interfaces etc.
* Coordinated with various stake holders and offshore team on day-to-day issues.
* Manage ITIL Processes monitoring overall system performance using the System Performance and System Diagnostic dashboards.
* Worked on integrating with external applications and automated processes using Service Now orchestration.
* Provisioned the Amazon EC2 services using Service Now Orchestration.
* We used Orchestration to automate the complex tasks that were present on a remote system to generate fast and reliable results.
* We even used Orchestration to interact directly with the databases and other applications present on the system.
* Implement and manage Incident, Problem, Knowledge, 4 Custom Applications, Self Service Portal / Service Catalog, Change, Configuration (CMDB), Asset Management, LDAP/Active Directory integration, scheduled imports, and reports
* Expert knowledge on building out Service Now Service Portal.
* Integrating Service Now with other systems and customization.
* Technical implementation of various Service Now modules such as Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management.
* Create data fix scripts for data corruption issues and perform Root Cause Analysis.
* Educating end users on the usage of service now applications like Incidents, Problems and Service Catalogs.
* Working on Report, dashboard designing.
* Conduct a range of disaster scenarios
* Scope, prepare, and execute on actual or planned events, and fully complete an exercise from start to finish
* Identify and prioritize critical business services to produce recovery time objectives (RTO) and recovery point objectives (RPO).
* Deployment and L3 support and Production release support.

**Environment:** HTML, CSS, JavaScript, Service Now (Fuji),ITSM, ITIL, ITOM, CMDB, service catalog, Java Script, jQuery, Web services.

**Client: Genre, Stamford, CT Sep 2016 – Dec2017**

**Service Now Admin**

**Responsibilities**:

* Development of Service catalog, which includes creating new catalog items, designing workflows and execution plans.
* Created functional and technical specifications documents for various Service Now modules.
* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in Service Now.
* Coordinated the instance upgrade activities.
* Worked on change management module by enhancing the tool to the stakeholders and made it easy to understand.
* Worked on CMDB from scratch.
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, CSS, and HTML5.
* Worked on UI Macros to create pages as templates on requirement from the stakeholders.
* Involved working with share point on project planning, database.
* Configured multiple forms for Asset module using Configuration Management Database.
* Resolved typical Users access and roles issues by checking active directory and users’ table.
* Pulled reports and scheduled the reports as per the client requirement.
* Created database views to pull the reports on variables, which are being used by catalog items.
* Wrote Catalog client scripts and UI policies to make client-side changes.
* Created the UI pages to use them in catalog items, Implemented-using UI scripts.
* Created Knowledge articles to document the steps in creating catalog items.
* Worked on different kinds of variables and variable sets.
* Worked on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
* Re-designed workflows using workflow editor, Reconciled complicated workflows to simpler form.
* Wrote script includes invoking them in reference qualifiers or variable scripting.

**Environment:** Service Now, Web services, SOAP, XML, HTML, ITIL, and SCRUM.

**Client:** **Avansa Tech, India**

**Java Developer Oct 2014 – Jul 2015**

**Responsibilities:**

* Used the lightweight container of the Spring Framework to provide architectural flexibility for inversion of controller (IOC).
* Involved in the complete Software Development Life Cycle (SDLC) phases such as Requirement Analysis, Design and Implementation of the project.
* Created and Maintained foundation data - User Accounts, Approvers, Support Groups
* Used Spring Framework for dependency injection.
* Implemented and deployed several EJB (Session and Entity)..
* The front end of the project is designed on MVC architecture using struts and Tiles frameworks.
* Involved in Configuring tiles-def.xml, web.xml and struts-config.xml according to the strut framework.
* Used LOG4J for error logging at the development box and used ANT for building the deployable EAR/WAR components.