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|  | **SANDEEP REDDY KATAPALLI**  **ServiceNow Consultant**  [sandeepreddy2510@gmail.com](mailto:sandeepreddy2510@gmail.com)  (510)-556-9533 |

**Professional Summary**

* A Qualified IT Professional with **9+** years of experience as a **ServiceNow developer and administrator**.
* Experience in working with business analysts and stakeholders to capture business requirements and transform them into user stories with the process of **SDLC** such as Requirement Analysis, Design, Code Construction and Test.
* Direct hands-on experience on various IT Services of **ServiceNow** tool like **Incident and Problem Management**, **Service Catalog**, **HR Management**, **Project Portfolio Management (PPM)**, **Asset Management**, **Configuration Management**, **ServiceNow Administration**, **Idea and Demand Management**, **GRC**, **Knowledge Management**, **Agent workspace portal**, **Service Portal**.
* Hands on experience on **Integration Hub and Flow Designer** for integrations, inbound actions, and catalog items
* Hands on experience integrating ServiceNow with different third-party applications like **GitHub**, **Salesforce**, BOT, **AbsenseTracker** using **REST and SOAP** webservices.
* Hands on experience in developing **global and scoped applications** like **CAPG**, **CDG Data Governance**, **WFM Attestation**.
* Extensive with **server-side scripting**, configuration, and maintenance of **Business Rules** (Before, After, Async and Display Business Rules), **UI Actions, Script Includes** and **Scheduled Jobs** in ServiceNow
* Extensive with **client-side scripting**, configuration and maintenance of **UI Policies, Client Scripts, Catalog client scripts, scripting Data policies on the data** as per the requirements
* Experience in coding and configuring the **Service level Agreements** for various ITIL processes **and Access Controls table level, row level and field level** in ServiceNow as per the requirement.
* Experience in creating **Service Catalogs** which includes creating new **catalog items**, designing **workflows** and **execution plans**, **Record Producers** in ServiceNow
* Experience creating **outbound** email notifications and **inbound** email actions to process incoming email.
* Experience on creating **Transform maps** to map fields from external database to tables in ServiceNow and Transform scripts to make necessary changes to data imported.
* Involved in generating **on-demand reports and scheduling report generation** in ServiceNow.
* Functional knowledge and implementation experience of ITSM **frameworks**.
* Experience with **Service Portal Development**.
* Good knowledge of **CMDB and Asset Management Services**: Business Services and Configuration item relationships.
* **ServiceNow Administration** and Production support including maintenance of lower environment instances. **Load, customize and maintain data between Service Now** and other systems.
* Hands on UI Development using **HTML, JavaScript, Angular, Jelly and CSS**.
* Strong team player, ability to work independently and in a team as well, ability to adapt to a rapidly changing environment, commitment towards learning, Possess excellent communication, project management, documentation, interpersonal skills.
* Familiar with versions Washington DC, Vancouver, Utah, Tokyo, San Diego, Rome, Quebec, Paris, New York, Madrid, Helsinki, Kingston, Jakarta, Istanbul, Geneva, Eureka, Dublin, Berlin.

**Technical Skills:**

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| **ITSM Tools** | Service-Now, BMC Remedy |
| **Helpdesk & Support System** | JIRA |
| **Application Servers** | Apache Tomcat, Web logic |
| **Databases** | Oracle, MySQL, Microsoft SQL Server |
| **IDEs** | Eclipse, RAD, NetBeans |
| **Java/web Technologies** | HTML, XML, XSLT, XSD, JavaScript, CSS, jQuery,  JDBC, JSP, Servlets, JMS, SOAP Web Services, REST Services. |
| **Tools** | SoapUI, Microsoft Visio, HP Quality Center, POSTMAN. |
| **Operating System** | Windows, UNIX & Linux |
| **Others** | Agile Methodology (Rally), Architectural and Design Patterns,  Multi-threading, Basic Networking |

**Education**:

* **Master’s in Business Administration (MIS) August 2013 – April 2015**

Silicon Valley University, California

* **Bachelor of Commerce (Computers) July 2010 – May 2013**

Osmania University, Hyderabad

**CERTIFICATION:**

**ServiceNow Certified Application Developer: 25600522**

**ServiceNow System Administrator: 171013877**

**PROFESSIONAL Experience**

**Client: Cox Automotive Inc. – Atlanta April 2018 to Present Role: Service Now Developer**

**Project Description**: Implemented and customized on the **Cox Automotive Inc. ServiceNow** environment called "**Service Station**".

**Responsibilities:**

* Working on the **Project Portfolio Management (PPM)** application. Customizing the projects in **pm\_project** table.
* Integrating ServiceNow PPM with **Oracle financial systems** using **export sets**.
* Loading Projects from **Rally** system into ServiceNow using **Transform Maps**.
* Working on **GRC - Audit Management** application customizing the engagement records for the Internal and External Audits.
* Customizing and support the **Time sheets** and **Timecards** modules and exporting the **employee and** **contractor weekly timecards data** to the respective systems: **Oracle financial system** (employee time) and **Zero Chaos** (Contractor time) using export sets.
* Worked on **Demand and Idea Modules** and customizing according to enterprise requirement to protect the sensitive financial data and confidential information.
* Created a new **Service Portal** for customers in UK.
* Worked on **Performance Analytics** to create dashboards showing real-time data. Also using Indicators and Breakdowns.
* Worked on **Data Certification** and customized it to build a new process called **Workforce Management Attestation** to certify the data which is used for financial auditing/planning.
* Implemented and Customized **Agent Workspace** Portal for Desktop Support Group teams. Customized the server/client scripts for the functionality to work exactly same as backend.
* Worked on **Onboarding** and **Legal Litigation** Process of Employees and Contractors using Order guides.
* Worked on **HR Case Management** Application, Implemented **Scoped HR application**.
* Worked on **Lifecycle Management** Application of HR to implement Onboarding and Offboarding process.
* Experience working with HR Case Management, HR Administration, HR Benefits, HR Employee

Relations, HR Systems.

* Utilized functionality of **Integration Hub and Flow Designer** for integrations between **ServiceNow and Third-Party applications**.
* Worked on **Salesforce** and **ServiceNow** Integration using REST API.
* Worked with **RPA** team on automation of Finance AP Invoice tickets using **BOT**.
* Customized the Barcode Scanner form for the ServiceNow Mobile App for Auction Site workers scanning the serial numbers using the mobile devices.
* Modified and automated many tasks using **Orchestration.** Provisioned access to different enterprise applications through the Active Directory groups from ServiceNow Catalog tickets in ServiceNow.
* Load Assets into ServiceNow using **Transform Maps and Transform scripts** to make necessary changes to data imported.

**Client: AmerisourceBergen – Dallas/Fort Worth Area May 2015 to March 2018**

**Role: Service Now Developer**

**Project Description**: Implemented and worked on the **AmerisourceBergen ServiceNow** environment called "**ConnectNow**" from End-to-End including the integrations with other tools and giving **L3 support** for the whole **ServiceNow environment** including resolving the incidents and problem tickets on Production environment.

**Responsibilities:**

* Developed the Framework and Solution for the existing Request process called "**Request 3-Layer Architecture**" which migrates the catalog forms to **task-based** assignment.
* **Request 3-Layer Architecture** minimizes the **multiple workflows** to **Single workflow.** It also contains a **Lookup table** where the new catalog forms can be created and set the values for certain fields of the Request, define **Approval Processes** and **number and order of fulfillment tasks** without any new development effort.
* Developed a new module "**Incident AppID Implementation**" which enables the users to create an incident to a fulfillment group using a **specific URL with a unique AppID** without the help of Service Desk, published to users.
* The **Incident AppID Implementation** has reduced the **response** and **resolution time** of incidents and prevented the tickets from triaging. It also helped in bringing down the **Service Desk Cost**.
* Worked on **Business Unit Alignment** to align and clean up the business units in the tool.
* Worked on **Ariba Integration**, which helps Endpoint teams to create orders for mobile devices for the senior executives of the organization.
* Customized **Enterprise User- Facing Email Communications** to reflect **branding consistency**, **positive language**, and **clear call to action** and/or expectations for Incident and Request tickets.
* Developed a custom application **CSI Register**, which helps the **Continuous Improvement & Process Governance** (CIPG) team to maintain, track and prioritize various projects of the enterprise.
* Developed **Change 2.0**, Enhancements to Change module to accommodate simplified workflows, roles etc. Implementation of Specific Roles for Change Coordinator & Approvals. Simplification of Post Implementation Steps and Build Approval**.**
* Worked on Integration with a third-party knowledge solution **Right Answers** and migrated the existing Knowledge data to the Right Answers Platform.
* Worked on **Location Cleanup** to prevent duplicate locations getting created by **WorkDay** and **MyID (Oracle Identity Manager).**
* Customized **MyIT** Portal (**ESS** Portal) according to the Enterprise requirements by customizing the content blocks and enabling the Chat functionality etc.
* Co-ordinate with business for all **Quarterly Patch Upgrades** and remediate the defects caused by the patches.
* Worked on **ConvergeOne Integration** to reduce the Service Desk cost and sync the Incident and Request creation between ServiceNow and ConvergeOne.
* Worked on **Microsoft SCCM 2012**, to discover all the Microsoft Windows devices.
* Developed a custom module to track the users who are on Enterprise **Legal Hold.** Helps to add and remove the Legal Hold flag from users.
* Customized **Workplace Services Portal** consisting of various request forms belonging to the Enterprise Workplace Services team.
* Worked on **World Courier Integration,** After the acquisition of World Courier by AmerisourceBergen, we have migrated the World Courier completely to ServiceNow as per our Enterprise requirements.
* Worked on **Tool Configuration - Best Practices**, Implementing the Best Practices based on ACE Report and internal Value to ABC.
* Worked on **ServiceNow License Automation**, which enabled us to save **3 Months** of Manual work on "License" and provided the data and trends of the license and helped in controlling the License Cost.