**Shiva Samrat**

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Atlanta, GA 30305

**PROFESSIONAL SUMMARY**

* Overall 8+ years of experience in ServiceNow Development, Administration and Testing.
* Experience in areas of such as **Incident Management, Change Management, Problem Management, Service Catalog, CMDB, Asset Management, Project Portfolio Management** and **Knowledge Management.**
* Extensive experience in Software Development Lifecycle (SDLC) managing project scope, requirement definition, resource management, change management, analysis, managing work schedules, project status reporting, project coordination and conflict resolution..
* Developer experience in development of **Business Rules, Client Scripts, UI Policies, UI Actions, UI macros, UI pages, script includes, scheduled jobs, custom reports, system configuration, email notification, workflow, ACL, Creating Custom Applications, Scripted Web Services, debugging scripts** using **JavaScript Debugger**.
* Strong knowledge about IT Infrastructure Library (ITIL) standards helpful for development and customization of **IT Service Management (ITSM) applications**.
* Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks and demonstrated project management skills and experience working directly with customers and clients.
* Designed Service Portal which involved Layout, CSS, Custom Pages and Widgets.
* Expertise in **Performance Analytics**.Created Dashboards, Widgets, Indicators and data collection Jobs in Performance Analytics. Managed data quality using Performance Analytics and provided Historical trends of the data.
* Experience in data extraction, data migration and Data loading. Worked on data loading using Import Sets and Transform Maps.
* Experienced working in Helsinki, Geneva, Kingston, London, New York, Madrid and Orlando versions.
* Experience in **ATF (Automated Test Framework)** worked on created Test Suites for **Incident Management, Change Management, Problem Management, Service Catalog, Customer Service Management.**
* Strong experience on testing methodologies and experience on preparation of test plans, and support for Integration testing & UAT.

**CERTIFICATIONS**

* Certified System Administrator - ServiceNow
* Cisco Certified Network Routing and Switching (CCNA)

**TECHNICAL SKILL SET**

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| --- | --- |
| ServiceNow Modules | Incident Management, Problem Management, Change Management, CMDB, Asset Management, Performance Analytics, Knowledge Management, Service Catalog, Demand Management, Innovation Management, Project Management, PPM, Service Portal, Resource Management, CSM |
| Web Technologies | HTML, JavaScript, Glide script, CSS, XML, Bootstrap, AngularJS, Restful Webservices |
| Software Methodologies | SDLC, Waterfall, Agile, Scrum |
| Databases/ETL | Oracle 10g, MySQL |
| Tools | ServiceNow, Tableau |

**PROFESSIONAL EXPERIENCE**

### **iTech AG LLC** **Oct 2023 – Present**

**Project: CCSQ - Centers for Medicare and Medicaid Services**

**Role: ServiceNow Developer**

**Roles and Responsibilities:**

* Responsible for system upgrade from Utah to Washington future implementation plan, performing skipped list analysis and currently working on Washington Release notes and provide a documentation on new features to enable, functionalities which are deprecated to replace with viable options and create a plan to decommission the products which no longer receive support from ServiceNow.
* Responsible for implementing Service portals following Web Content Accessibility Guidelines (WCAG) 2.2 guidelines to make portals accessible to all users (Section 508).
* Provided documentation to outline the general development policy for our team which describes the environments used, the intake methodologies, the high-level development lifecycle and how the team handles quality assurance.
* Implement Service-Now customization including, but not limited to, Client Scripts, UI policies, UI Actions, Script Includes, Business Rules, workflow administration, report setup, and data imports and exports.
* Evaluate technical debt with ServiceNow impact team and fix issues related to Health Scan findings.
* Research on Enablers that can be useful and drive programs towards innovation.
* Implemented Employee Center replacing the default Service portal and added taxonomy for quick navigation for better usability.
* Implemented Major Incident management to promote high priority incidents as major incidents, built communication plan using Task communications management, trained users on how to use major incident workbench.
* Implemented AI search in Next Experience UI and several portals which have search widget.
* Responsible for ServiceNow changes during CAB meetings every week and get it approved by providing the business justification and end user impact.
* Hosted some CAB sessions for all teams during absence of Release Train Engineer and facilitated meetings using CAB workbench.
* Created sever KPIs to track the performance of the Service Desk and created dynamic dashboards for managers to view their team performance, and overall performance dashboard for leadership.
* Integrated with CXone Admin APIs to create, modify, and cancel schedule a call back requests through portal.

### **Ventech Solutions, Baltimore, MD** **Jun 2021 – Oct 2023**

**Project: HIDS - Centers for Medicare and Medicaid Services**

**Role: ServiceNow Developer**

**Roles and Responsibilities:**

* Worked with **Product, Design**, and **Engineering** teams on r**equirements gathering** and **evaluation.**
* Worked on use stories based on Customer Service Management and IT service Management.
* Extensive Knowledge in **Scaled Agile Methodology** and participated in **Iteration planning, Iteration Retrospective, Product Backlog Refinement and daily Scrum meetings.**
* Operated under Agile and Scrum frameworks to complete releases every two weeks and well organized Sprints.
* Implemented Case Types to simplify onboarding of new programs to improve customer experience and simplify current case development and code maintenance.
* Implemented Single layout with Dynamic Header and Footer for all notifications to promote Visual consistency and standardization and CTA buttons.
* Provided documentation to outline the general development policy for our team which describes the environments used, the intake methodologies, the high-level development lifecycle and how the team handles quality assurance.
* Redesigned the existing public Q&A service portal and Employee Portal based on the customer requirements.
* Refined CSM form to demonstrate High level categorization and consistency from program to categories and subcategories.
* Implemented Virtual agent for case topics and live agent on the case portal to get answers and resolve the end user’s problems by real-life interactions.
* Rewritten and optimized code for catalog client scripts to get rid of JavaScript console errors in Service Portal.
* Worked on development stories based on Customer Service Management and IT service Management.
* Ran the Test suites during the Orlando, Quebec, San Diego, Utah upgrades for regression testing.
* Created bugs which were identified during Orlando, Quebec, San Diego, Utah upgrades regression testing.

**Macy’s Inc, Atlanta, GA July 2020 – May 2021**

**Role:** **ServiceNow Admin**

**Roles and Responsibilities:**

* Responsibilities incorporate Analysis, Debugging, Correction, Testing and Enhancement of various modules of the application.
* Good Experience in underlying driver examination by troubleshooting the application from start to finish.
* Worked on creating test scenarios for requirements and documented in confluence.
* Worked on developing and updating **ATF ((Automated Test Framework)** scripts for modules such as Incident Management, Problem Management, Change Management, **Customer Service Management** and Service Catalog.
* Involved in testing the application from start to finish point of view and building up the end-to-end contents.
* Ran the regression suite for applications when the customizations are done in the application.
* Involved in support of the applications by fixing the disappointments during the relapse, during the cycle of UAT or in the creation.
* Fixed all the bugs which were identified during Orlando regression testing.
* Developed Quality test cases on reference of Use cases.
* Mapping the test cases for the requirements by usage of coverage function in quality center.

**GPC (Genuine Parts Company), Atlanta, GA Jan 2018 – Jun 2020**

**Role: ServiceNow Developer**

**Roles and Responsibilities:**

* Worked on analyzing end user requirements based on given documentation and worked closely with tech leads and Business analysts.
* Customization and Maintenance of modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB.
* Worked on Glide scripting in Workflows, Business Rules, Script Actions and Script Includes. Developed UI forms, fields, notifications and SLA workflows.
* Refined CSM form to demonstrate High level categorization and consistency from program to categories and subcategories
* Created email handlers to auto create cases whenever a email is sent or forwarded to ServiceNow.
* Developed catalog items, workflows and order guides. Created catalog client scripts and UI policies to configure catalog items. Created workflows for catalog items used activities like timer, set values.
* Implemented inbound and outbound integration with third party applications such as Microsoft Azure and AlertOps.
* Integrated ServiceNow with Microsoft Azure to post incidents to ADO upon creation. Created Schedule Jobs and business rules to retrieve the activity stream from Microsoft Azure.
* Worked on end to end implementation of Performance Analytics suite. Created Dashboards using Widgets and Reports.
* Created Indicator Sources, Breakdown Sources, Indicators, Breakdowns and Widgets for different modules. Created Schedule Jobs to collect data daily and weekly for all the Indicators.
* Created Performance Analytics dashboard to track the KPIs such as Major Incidents, SLAs.
* Configuration of Email Notification and Alerts to notify users about specific activities in the system.
* Created data sources to import data from different sources to target table using transform maps.
* Worked on Kingston upgrade in ServiceNow and involved in further upgrades every six months. Upgraded system to London, Madrid, New York and Orlando. Performed regression testing during upgrades.
* Performed code migration using Update Sets. Code promotion from Dev to Test to UAT and to Production in ServiceNow.

**USAA., Plano, TX Sep 2016 – Dec 2017**

**Role: ServiceNow Developer**

**Roles and Responsibilities:**

* Worked with end users and Business Analysts to understand process and flow of business.
* Worked on Glide scripting in Workflows, Business Rules, Script Actions and Script Includes.
* Developed catalog items, designed workflows and execution plans. Worked on Catalog client scripts and UI policies to configure catalog items.
* Worked on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
* Created the UI pages to use them in catalog items, implemented using UI scripts. Created Buttons and context menus both on form and lists using UI actions.
* Configured workflows for catalog items and change module. Used all the available activities like timer, set values. Used switch activity where we can set up the process flow based on different inputs.
* Gathering and analyzing requirements to submitted enhancements requests to improve Incident ticketing system through automation and improve SLA of tickets completion.
* Created custom widgets and pages based on the business needs. Customized IT service portal and created custom themes, headers and footers.
* Implemented Bi-directional integration with third party applications such as JIRA.
* Created Performance Analytics Dashboards and reports for leadership and Assignment groups to track KPIs.
* Created Widgets, Indicators and Data Collection Jobs for Performance Analytics.
* Created data sources and loaded the ServiceNow tables with different data formats. Created transform maps both automatic field mapping and scripting.
* Prepared the Unit Test Plan, testing components and prepared the Unit Test reports and code review.
* Performed testing in ServiceNow DEV, UAT and post implementation validation of IT Service Management releases.

**8k Miles, San Ramon, CA Apr 2015- Aug 2016**

**Role: ServiceNow Admin**

**Roles and Responsibilities:**

* Worked in various phases of Software Development Life Cycle (SDLC).Performed the most complex and advanced applications programming techniques.
* Involved in creation and modification of various UI Policies, Data policies, Client scripts, Business Rules, Script includes, UI Actions.
* Developed catalog items, designing workflows and execution plan. Created relevant workflows by doing business systems analysis and guide project management goals, development processes, and implementation strategy.
* Through the creation and configuration of relevant ACLs and effective role assignment, system security was ensured.
* Worked on Data certification module to maintain third party certifications and send them notifications regarding their certification remainders.
* Created data sources and used Import sets and Transform maps to import data into ServiceNow.
* Created Update Sets to migrate customizations from one instance to another instance. Performed code migration using Update Sets.
* Involved in user acceptance testing and quality assurance testing. Coordinated the patching and Instance upgrade activities.

**EDUCATION**

* Bachelor of Technology in Computer Science from JNTU-H, India.
* Master’s in Computer Science from University of Bridgeport, Bridgeport, CT.