

RESUME

Jagan Mohana Rao Peddinti

Email: jaganservicenow1985@gmail.com

Mobile: 8792068555, 8886988851

Objective:

To leverage my extensive IT experience and technical expertise in a challenging role within a dynamic and innovative organization, where I can contribute to achieving strategic goals and driving growth while continuously developing and refining my skills.

Functional and Interpersonal Expertise:

- 13.9 years of hands-on experience in Development and Operations Support Projects.
- 10+ years of experience in ServiceNow development and enhancement-based projects.
- Good hands-on experience with ITSM, ITBM, ITOM, ITAM, CSM, Custom applications, Service Portal designs, and Integrations.
- Good experience on clones and upgrades activities to make all instances up to date and in sync.
- Work with a team to design, develop, implement, and maintain high-quality technical solutions.
- Strong technical and analytical skills to generate innovative ideas to meet customer needs and resolve application problems.
- Fast learner and a good team member and leader having an analytical bent of mind and a positive attitude.

Academic Details

- **M.Tech** (VLSI Design) from **Vellore Institute of Technology (VIT University), Vellore** in 2009 with a percentage of **8.23/10 CGPA**.
- **B. Tech** (Electronics and Communication Engineering) from **Jawaharlal Nehru Technological University, Hyderabad** in 2006 with a percentage of **70.38%**
- Intermediate from **Narayana Junior College, Vizag** in 2002 with a percentage of **87.4%**
- 10th std (SSC), from **ZP High School, Badangi** in 2000 with a percentage of **83.16%**

Work Experience:

1) Current Project

Project Title : SCB Finance Service Management Projects (FSM)
Role : AVP, ServiceNow Architect
Clients : [Standard Chartered Bank \(SCB\)](#)
Project Duration : March 2022 to till date

Environment :

ServiceNow (Enterprise IT Cloud tool)

Project Description:

At present most of the development is going on automating various manual processes across all "Finance Services and its legacy applications" through ServiceNow Custom applications. Automated Critical path, Guidance Attestation, Metric dashboard, FORTM, PMR, and a few portals. Working on a few other custom applications and integrations.

Responsibilities: -

- ❖ As ServiceNow Architect working with team & business on Requirements, Backlog refinements, Sprint planning, Estimates, and providing solutions.
- ❖ Solutioning use cases with "High- and Low-level designs" along with SDD, Effort estimates, and stories for various projects and responsible for deliverables with a demo to the customer to get release acceptance.
- ❖ Helping developers with impediments and taking care of "Peer reviews" to make sure of best practices and deliverables. Making sure on following "Best Practice Engines (BPE)" exceptions along with generic designs wherever possible.
- ❖ Implemented customized "Metric Dashboards" application with respective portals for all GPOs to input their monthly, quarterly, and yearly metrics records. These metric records are auto-generated on monthly basis through scheduled jobs based on their frequency. The entire application is implemented with its data controls, notifications, and approval process along with RAG definitions and Key Narratives of the latest month. Also implemented bulk upload process with respective validations to upload single and multiple-month metrics by metric managers in the bank.
- ❖ Implemented "Critical Path" custom applications which automate the entire manual process followed in the bank through emails, outlook action items, reminders, and escalations. Implemented a generic design that can be leveraged to any process, cycle, and team combination in the bank with simple configurations. Process admins can add respective task list information in the Master playbook and initiate triggers to create automated tasks and respective flows.
- ❖ Also implemented better controls (ACLs) to separate the master data controls from its tasks where owners/delegates work on their tasks from dedicated portal pages without coming to the native user interface. Also customized notifications with dedicated email layout, templates, branding images along with dynamic content.
- ❖ Implemented and automated "Guidance Attestation" process. Bank Of England (BOE) issues guidelines every year for all banks, that need to be attested internally in every bank and the consolidated agreement to be

shared with BOE again. The attestation process, follow-ups, the refer-back process for clarifications, and escalations are manual until today. This automation automates the whole process and gives controls to Stress testing admin teams to configure all lists of line items in master playbooks and initiate triggers.

- ❖ Working on ServiceNow integration with Microsoft AD to sync(add/remove) or attest members in respective DLs in real-time. As per bank instructions, every integration request should go through "Kong Gateway", so working with the Kong team to onboard APIs from both sides (Producer and Consumer side).
- ❖ Working on a few enhancements in various custom applications like "P2P Attestation, VIR process, DL recertification and a few others".
- ❖ Implemented a custom application to automate the "FORTM" process which helps in setting up monthly meetings and document issues and created action items in trackers with respective owners and target dates across 47 regions and respective clusters. Enabled auto reminders were country-wise to owners at F-10/7/5/2 days before the FORTM meeting date. This helps the top management in the bank to expedite the process and completely replaced the manual follow-up process with better auditing of the changes. The tricky part is various kinds of personas with different sets of access levels.
- ❖ Automated "Purchase request" application for the "Supply Chain Management" team with a brand-new custom application. It involves a lot of approvals and refer-back flows at every step to add better governance of request processing.
- ❖ Implemented "PMR Governance" custom application to raise governance requests and get authorized by dynamic approvers based on Area of ownership and lines. It involves a review process, a refer-back process and an escalation matrix until the requests get closed.
- ❖ Implemented a new custom application i.e., "Investment Impairment". This process involves the impairment of all applications and projects used across the bank and that should go through a review and approval process every year which is overall worth \$3 billion dollars. Enabled the bulk upload feature and automated review tasks creation and approval process until closure for each cycle.
- ❖ Implemented a dedicated configurable "Global Service Portal" for all GPOs. Also developed "Individual portals" for each workstream for the bank.
- ❖ Also driving the support team to work on "BAU" tasks to improve or fix process gaps in existing applications.
- ❖ Responsible for updating the project status in daily standups and status meetings to make sure deliverables are within committed timelines.

2) Current Project

Project Title	: TTEC ServiceNow Boost (DSB)
Role	: ServiceNow Architect
Clients	: TTEC India Digital LLP
Project Duration	: October 2021 to March 2022

Environment :

ServiceNow (Enterprise IT Cloud tool)

Project Description:

ITSM modules and many Custom applications like Human Capital, Workforce Management, Marketing and Finance applications. Enhancements on Resource

Management, Service Mapping issues, CMS Portals and Workplace Reservation Management, Vaccine management and a few integrations with facilities departments and "Common Areas and Aspect" applications.

Responsibilities: -

- ❖ As Architect responsible for planning new projects, enhancements, estimates and providing solutions.
- ❖ Helping developers provide clarifications on requirements, helping in coding while stuck with any issues, and reviewing code changes to follow best practices. Also taking care of "Peer reviews" to make sure of best practices and deliverables.
- ❖ Fixed staleness and other errors in "CMDB Health Dashboards". Also set "Health Inclusion Rules" to limit the health stats of specific classes on the dashboard.
- ❖ Enabled "CMDB baseline" for required classes.
- ❖ Fixed mid-servers and some discovery issues. Also, recently converted "Probes to Patterns" in discovery without any issues.
- ❖ Also performed "Assets" bulk load. Solved issues with duplicate CI creation and Asset mapping with CIs based on Serial numbers.
- ❖ Analyzed and fixed CI to Asset state and other fields sync issues.
- ❖ Did analysis on issues with the "Service Mapping" application in domain-separated instances. As it works only in non-leaf domains.
- ❖ Started working with ServiceNow on "Greenfield" implementation to align with the future road map, as our domain-separated instances are causing many issues and acting as big blockers to implementing any new features. As part of this, we are planning for "SAM Pro", "ITOM Cloud Provisioning" and "CSDM" implementations with help of ServiceNow, as the contract was signed long back.
- ❖ Worked with team on integrating the "Rescue LogMeIn Support" application with ServiceNow in order to get control of customer desktop and support or resolve issues quickly to save resolution time SLAs.
- ❖ Worked with team on ServiceNow integration with "ScreenMeet" and "Seemplicity" applications.
- ❖ Also implemented "Workplace Service Delivery" and "Safe Workplace Suite" applications to implement "Health Screening, Health Safety, Vaccination Status, Contact Tracing, Workplace Reservation" modules. Also started working on integrations to get data from our "Common Areas and Aspect" internal applications to enable reservation applications for all our locations.
- ❖ Recently performed an audit on "Licensed Roles" and revoked access to enough count after checking with stakeholders. Which saved around 500+ fulfiller licenses to the organization. Also implemented a little more approval process on group membership catalogue items to gently warn managers before approving any request.
- ❖ Also did POC on SCCM integration to bring data into asset tables using Data sources of type JDBC and scheduled import sets.
- ❖ Upgraded our instances from "Paris" to "Rome". Part of this is done with upgrade plans like analyzing and documenting new features and clone instances, upgrade and test suits of all applications and test schedule plans.
- ❖ Reviewed all skipped updates and made smooth upgrades without any major issues.
- ❖ Responsible for daily standups and status meetings to make sure deliverables are in committed timelines.

3) Previous Project

Project Title : **IT Service Management Project**
Role : **ServiceNow Team Lead and Lead Developer**
Clients : **SS&C – DST WWS India Pvt Ltd**
Project Duration : September 2020 to September 2021

Environment :

ServiceNow (Enterprise IT Cloud tool)

Project Description:

Incident, Problem, Change, Service Catalog, Service Level Management, Workflows, Reports, CMDB, CMS, CSM and Release Management applications. Also, data Loads using Import sets, Data sources and Integrations and customization as per client requirements in all modules. Automated "Security patching" and other ServiceNow applications.

Responsibilities: -

- ❖ Led offshore team and worked with Onsite team and business analysts on Backlog refinements, Sprint planning, Estimates and providing solutions.
- ❖ Upgraded instances from "Newyork" to "Paris". As part of this done with upgrade plans like analyzing and documenting new features and clone instances, upgrade and test suits of all applications and test schedule plans.
- ❖ Reviewed all skipped updates and made smooth upgrades without any major issues.
- ❖ Implemented required changes to improve the change management application process with additional approvals from maintenance and blackout window teams.
- ❖ Customized "Release Management" application and modules to altogether new flow on top of OOB functionality by reusing existing OOB fields. It has a mandatory and optional approvals process respective to each application.
- ❖ "Security Patch Grouping" automated by creating change requests automatically as per pre-planned scheduled and pre-approvals
- ❖ Worked on "ServiceNow to JIRA" bi-directional integration. Working on firewall issues with the network team to allow traffic from ServiceNow as it is hosted on-premises.
- ❖ Did POC on "ServiceNow to Qualys" integration to update "Vulnerabilities" information on respective configuration items.
- ❖ Worked with the HI team on issues with VPN tunnels due to data centre migration of our instances from the ServiceNow end. Worked with the HI team, ServiceNow N/W team and our N/W to provision VPN tunnels and allow traffic from those into our network through firewalls.
- ❖ Also fixed data sync issues from LDAP, Work Day, and some internal applications in the Organization.
- ❖ Responsible for daily standups, status meetings and sprint planning to make sure deliverables are within committed timelines.
- ❖ Got a "CIO Appreciation" award as an "Individual Contributor" for Q4 2020 for the smooth upgrades, new process improvements and mentoring team with best practices and kicking of ATF.
- ❖ Got a "CIO Appreciation" award as an "Individual Contributor" for Q1 2021 for developing a fully automated "Release Management" application with all Stake

holder's population, approvals and all data-driven designs. This will create less dependency on the technical team and stakeholders can manage configurations of dynamic approval groups with dynamic mail body content. Also, they can on/off if certain group approvals are not required.

- ❖ Got a "CIO Appreciation" award for mentoring the team and for reusable designs and solutions provided on Change Management for Q2 2021.
- ❖ Got an "Assurance Award" award for Jun 2021 at the portfolio level for the "Automation on Release Management and Security Patching" and the proactive fixes we did across ServiceNow applications.

4) Previous Project

Project Title : TTEC ServiceNow Boost (DSB)
Role : ServiceNow Team Lead and Lead Developer
Clients : [TTEC India Digital LLP](#)
Project Duration : October 2019 to September 2020

Environment :

ServiceNow (Enterprise IT Cloud tool)

Project Description:

Incident, Problem, Change, Service Catalog, Service Level Management, Workflows, Reports modules and many Custom applications like Human Capital, Workforce Management, Marketing and Finance applications.

Responsibilities: -

- ❖ Responsible for building the ServiceNow team to build, lead and deliver the customer requirements.
- ❖ We got basic KT from the vendor team and handling successfully all ServiceNow implementations.
- ❖ Working with Onsite team and business analysts on Backlog refinements, Sprint planning, Estimates and providing solutions.
- ❖ Also developing the stories as per requirement for various product owners and responsible for demos to customers to get release acceptance.
- ❖ Helping developers provide clarifications on requirements, helping in coding while stuck with any issues, and reviewing code changes to follow best practices.
- ❖ Fixed staleness and other errors in "CMDB Health Dashboards". Also set "Health Inclusion Rules" to limit the health stats of specific classes on the dashboard.
- ❖ Enabled "CMDB baseline" for required classes.
- ❖ Fixed mid-servers and some discovery issues. Also, recently converted "Probes to Patterns" in discovery without any issues.
- ❖ Also performed "Assets" bulk load. Solved issues with duplicate CI creation and Asset mapping with CIs based on Serial numbers.
- ❖ Analyzed and fixed CI to Asset state and other fields sync issues.
- ❖ Started working on "Resource Management" modules.
- ❖ Fixed many issues in "Content Management System (CMS)" pages and catalogue items and their workflows.
- ❖ Worked with Oracle to team to bring some sensitive data into HR profiles as part of HRSD implementation.

- ❖ Also analyzed and provided demos on covid-19 emergency apps like "Emergency Outreach, self-report and Exposure management" to stakeholders.
- ❖ Upgraded instance from "Madrid" to "Orlando". As part of this done with upgrade plans like clone instances, upgrade and test suits of all applications and test schedule plans.
- ❖ Responsible for daily standups and status meetings to make sure deliverables are within committed timelines.

5) Previous Project

Project Title	: United Health Group (UHG)
Role	: ServiceNow Project Lead and Lead Developer
Client	: <u>United Health Group (UHG)</u>
Project Duration	: August 2018 to October 2019

Environment :

ServiceNow (Enterprise IT Cloud tool)

Project Description:

Incident, Problem, Change, Service Catalog, Service Level Management, Workflows, Reports and many Custom applications and integrations.

Responsibilities: -

- ❖ Led ServiceNow Development, QE and Operations teams and drove towards best customer support.
- ❖ Implemented QE set-up and created a QE process to validate every story/enhancement/defect to improve the quality of deliverables and reduced post rollout issues.
- ❖ Guided Operations team with Ops triages and owning the support queue and prioritizing the incidents and requests.
- ❖ Working with Onsite team and business analysts on Backlog refinements, Sprint planning, Estimates and providing solutions.
- ❖ Guiding developers in technical competencies and in designing reusable solutions to make the system less complex and easily maintainable.
- ❖ Helping developers in providing clarifications on requirements and also helping in coding while stuck with any issues and reviewing code changes to follow best practices.
- ❖ Responsible for daily standups to make sure deliverables to deliver within committed timelines.
- ❖ Created dashboards and UI pages to get all environments details to know the version, patch, and clone details to help the admins to perform smooth upgrades and clones.
- ❖ Created test suites in Automated Test Framework to perform regression testing on generic functionality of multiple modules to avoid manual efforts of testing resources. This helped a lot during clone and upgrade times.
- ❖ Created many custom applications for internal users and implemented integrations to keep the data in sync at ServiceNow and other side.
- ❖ Developing Enhancements and fixing Defects on Incident, Problem, Change Management and Service Level Management (SLM), Service Catalog, CMDB, Asset Management, Reports and other modules.

- ❖ Merged various related catalog items by doing proper analysis to incorporate all the workflow drive variables on a single item form and created a common workflow and routed through switch activities.
- ❖ Started documenting all modules to help the customers better w.r.t functional flow. Also creating technical documents to help new/other developers while working on random applications based on customer requests.
- ❖ Handles daily scrum calls regularly to update the status of work and to discuss existing issues and solutions.
- ❖ Provided on-call support to clients and resolved issues on priority.
- ❖ Implemented Scripted REST APIs for all Incidents, Change Management and User and Approvals.
- ❖ Handled daily stand-up calls and sync-up calls to discuss status and improvements and ideas that will help the team to deliver things at the right time.
- ❖ Got “Live Leadership”, “Best Individual Contributor (IC)” and “Best Team” awards for taking complete ownership of deliverables and the newly set up QE and Ops processes.

6) Previous Project

Project Title : **Qualcomm**
Role : **Sr. ServiceNow Developer**
Client : **Qualcomm**
Project Duration : August 2015 to August 2018

Environment :

ServiceNow (Enterprise IT Cloud tool)

Project Description:

Incident, Problem, Change, Service Catalog, Service Level Management, Workflows, Asset Management, CMDB, Reports modules and Validations, Scripting, Data Loads using Import sets, Data sources and Integrations and customization as per client requirement in all modules.

Responsibilities: -

- ❖ Developing Enhancements and fixing Defects on Incident, Problem, Change Management and Service Level Management (SLM), Service Catalog, CMDB, Asset Management, Reports and other modules.
- ❖ Merged various related catalog items by doing proper analysis to incorporate all the workflow drive variables on a single item form and created a common workflow and routed through switch activities.
- ❖ Converted existing delivery plans into workflow and developed a single workflow by merging multiple delivery plans in order to get the same functionality.
- ❖ Written business rules to update the priority set from RITM to all its child tasks. Also written business rules on various tables for cascade updation from parent to related tables.
- ❖ Performed SCCM integration using Data sources of type JDBC and scheduled import sets.
- ❖ Worked on various SOAP and REST-based outbound integrations like AWS, VMWare and OIM applications. Also, modified Rest Method content and SOAP message function envelope to work with variable substitutions to pass inputs

- dynamically by using Script include functions.
- ❖ Written generic script includes AWS, VMWare and OIM outbound message functions to work dynamically with various inputs. This will help us to include and call script include functions from multiple places like workflow and client scripts by making script include as client callable.
- ❖ Written script includes executing UNIX commands using the ECC queue to read and use the result to drive further workflow.
- ❖ Migrated On-Prem modules to Cloud from Fuji to Istanbul and Jakarta.
- ❖ Implemented State model for Incidents in Istanbul while migrating from on-prem. Also implemented problem, Change Management and Major Incidents in sync with Incident Module. Also implemented RFC calendar notifications to intimate scheduled timelines to the team.
- ❖ Implemented JMS framework to perform integration between ServiceNow and 3rd party applications using TIBCO JMS as a middle layer. Implemented ServiceNow and JIRA integration for Incident Module using the JMS framework.
- ❖ Implemented Survey forms with smiles and respective email notifications to fill surveys from links in the mail.
- ❖ Implemented Scripted REST APIs for all Incidents, Change Management and User and Approvals.
- ❖ Implemented Splunk-ServiceNow Integration, so that Splunk can read data and show it to customers in their dashboards.
- ❖ Worked on Team development to push and pull updates between instances instead XML imports.
- ❖ Handled daily stand-up calls and sync-up calls to discuss status and improvements and ideas that will help the team to deliver things in the right time.

7) Previous Project

Project Title : **Tech Mahindra - Coca-Cola ITSM Project**
Role : **ServiceNow Developer**
Client : **[Coca-Cola Amatil](#)**
Project Duration : **Apr-2015 to August 2015**

Environment :

ServiceNow (Enterprise IT Cloud tool)

Project Description:

Incident, Service Catalog, Service Level Management, MID Server, LDAP and SSO and Integrations (Using SOAP and REST).

Responsibilities: -

- ❖ Single developer responsible for requirement gathering, documentation, development, testing and deployment update sets.
- ❖ Implemented all ITSM modules i.e., Incident, Problem, Change, Service Level Management (SLM) and Service Catalog modules.
- ❖ Implemented integrations with the existing ITSM tool, Share point. Also created email integrations using "Inbound Actions".
- ❖ Written business rule to get attachment details from ECC queue and to add against incident based on sys id and payload which is sent from SharePoint

- team using REST API.
- ❖ Process flow is configured for Incident Management based on various states of the ticket.
- ❖ New workflows designed for service catalog items as per client requirements.
- ❖ Implemented required validations using client-side and server-side scripts. Also configured notifications to update status at different stages.
- ❖ Installed MID server in Client network and LDAP set up is done using MID server and imported users and groups data from Azure AD.
- ❖ Implemented SSO by configuring identity provider (Azure AD) properties and ServiceNow properties.

8) Previous Project

Project Title : **Tech Mahindra - GE ITSM Project**
Role : **ServiceNow Developer**
Client : **GE Appliances & Lighting**
Project Duration : Aug-2014 to April-2015

Environment :

ServiceNow (Enterprise IT Cloud tool)

Project Description:

Incident, Problem, Change, Knowledge, Service Catalog, SLM modules developed with new UI, Validations, Workflows and Reports as per client requirements.

Responsibilities: -

- ❖ Implemented enhancements and fixed defects on Incident, Problem, Change Management and Service Level Management (SLM), Service Catalog, CMDB, Knowledge modules and Reports.
- ❖ New Script include written to use in reports to get all the tickets that are opened by group members of current users. Provided reusable function where user can pass any group to get tickets of his group members by building filter on fields which are referring Users table (fields like opened by/closed by/reported by/assigned to).
- ❖ New Script include written to use as reference qualifier on the incident table to filter few CI classes (huge number of classes available which cannot be built in existing filter due to field length issue).
- ❖ Scheduled report is created to get Errors/Warnings from the logs table to have an observation on frequent or recurring issues.
- ❖ Fixed existing defects like correcting locations discrepancy, CI's Status, Email templates issues with the Rich HTML plugin, and delete access issues on M2M tables.
- ❖ Performed data loads into target tables using import sets and transform maps and transform scripts.
- ❖ Created Data source to get data and import into ServiceNow tables from Oracle tables using MID server.
- ❖ Fixed defects in workflow and approvals issues in service requests.
- ❖ Apart from the above performing regular activities like moving the code changes from development to a test instance and testing all modules when ServiceNow new patch is applied.

9) Previous Project

Project Title : TCS ServiceNow COE
Role : ServiceNow Developer
Clients : [Motorola Solutions](#)
Project Duration : May-2014 to Aug-2014 (Phase 1 Development)

Environment :

ServiceNow (Enterprise IT Cloud tool)

Project Description:

Incident, Problem, Change, Knowledge, Service Catalog, SLM as part of Phase 1 development.

Responsibilities: -

- ❖ Developed basic ITSM modules i.e., Incident, Problem, Change and Service Level Management (SLM) modules.
- ❖ New workflows designed for change management and service catalog items as per client requirements.
- ❖ Risk Assessment questionnaires configured and thresholds defined to evaluate risk based on the response from users in change management.
- ❖ "Copy Change" functionality provided to create new changes from close change requests.
- ❖ "Auto Closure" feature is developed to close the changes automatically after certain days of implementation.
- ❖ Implemented required validations using client-side and server-side scripts.
- ❖ Production support for the initial period of Go-Live.

10) Previous Project

Project Title : TCS ServiceNow COE
Role : ServiceNow Developer
Client : [Owens Corning \(OC\)](#)
Project Duration : Aug-2013 to May-2014

Environment :

ServiceNow (Enterprise IT Cloud tool)

Project Description:

Migration of all modules (Incident, Problem, Change, Service Catalog, SLM, Discovery, CMDB, Asset Management) functionality from BMC Remedy to Service Now. Developed all modules with new UI, Validations, and Workflow to simplify the complex process already existing in BMC remedy as per client requirements.

Responsibilities: -

- ❖ Developed Change Management and Service Level Management (SLM) modules completely and involved partial development in Incident, Problem, Service Catalog, and ESS Portal modules.
- ❖ New workflows designed for change management and create new service catalog items as per client requirements.
- ❖ Analysed and merged enough from the huge set of catalog items, so that

users can raise requests simply without searching for multiple items. Order guides are provided for a better user experience.

- ❖ Created required fields on assignment lookup tables and imported all combinations and enables auto routing through "Data Lookup Definitions" using matchers and setters configurations.
- ❖ Implemented LDAP Integration and enabled SSO through IDP configurations and X509 certificates.
- ❖ Survey configuration for the Incident module to know the CSI (Customer satisfaction index) of users. This will help to improve help desk responsibilities and interaction with customers during service.
- ❖ Different SLAs (24*7, 24*5, 8*5) configured for different modules based on user time zones and excluding holidays.
- ❖ Production support for the initial period of Go-Live.

11) Previous Project

Project Title : TCS - Moody's Corporation
Role : Developer and Application support analyst
Client : [Moody's Corporation](#)
Project Duration : Apr-2013 to Aug-2013

Environment :

SQL, PL/SQL (Sybase data base)

Project Description:

The bridge team mainly deals with the dataflow or data sync of bridge and erebridge databases from upstream to downstream. Building a solution to read data from bridge and transforming further into erebridge as per Moody's guidelines.

Responsibilities: -

- ❖ Impact Analysis – both technical as well as domain impact of the Request for change (RFC).
- ❖ Effort estimation and timelines for the RFC.
- ❖ Interaction with the onsite coordinator to understand and develop exact client requirements and for Code reviews.
- ❖ Developing required changes by using SQL and PL/SQL using Sybase database.
- ❖ Writing unit test case specifications and sanity testing.
- ❖ Support during code deployment in QA and staging databases and testing.
- ❖ Supporting in issues debugging and syncing data in NPE (Non-Production Environments).
- ❖ Production support for the initial period of Go-Live.

12) Previous Project

Project Title : Tata Tele Services Ltd
Role : Application support analyst
Client : [Tata Tele Services Ltd. \(TTSL\)](#)
Project Duration : Dec-2009 to Apr-2013

Environment:

Struts, Hibernate, JSP, Servlets, J2SE, SQL, PL/SQL (Oracle database)

Project Description:

The key functionality of this application is to capture customer information, the products/packages offered, payment details and subsequently traversing the order information to Business Process Management (BPM) layer for initiating the order management process. The key functionalities of the application are – Subscriber Management, Pre-installation Changes, Deposit Management, Number Inventory Management, Address/Credit Verification, Installation Management, Administration Interface, BPM for order workflow, PPM (Product Portfolio Management) for configuration of offers, bill plans, etc, NIMS (Number Inventory Management System) and OTAF.

Responsibilities: -

- ❖ Client interaction in order to gather requirements for change requests to be implemented.
- ❖ Impact Analysis – both technical as well as domain impact of the Change Request (CR).
- ❖ Effort estimation and timelines for the CR
- ❖ Interacted with team members to explain and understand CR flow
- ❖ Code reviews – both technical and domain wise
- ❖ Developing UI with JSP and JavaScript for front-end validations
- ❖ Developing business logic in java 1.5 using the struts framework
- ❖ Writing unit test case specifications
- ❖ Support during System Integration Testing and User Acceptance Testing.
- ❖ Production support for the initial period of the CR rollout.
- ❖ Mentoring team members on domain and technology.

Personal Profile

Father's Name	:	P Swami Naidu
Date of Birth	:	10 th August 1985
Nationality	:	Indian
Present Address	:	No.3, Gautam Manor Apt,10th Cross, Old Mangammanapalya Main Road, Bommanahalli, Bangalore - 560068
E-mail	:	jaganservicenow1985@gmail.com
Mobile	:	8792068555, 8886988851

(Jagan MohanaRao Peddinti)