Nanda S

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Summary

- Meticulous IT Professional having 3.9 years of progressive experience in **Information Technology Service Management/HP Service Management and ServiceNow.**
- Expertise in **HPSM (9.X)** Architecture Implementation and Configuration and adept at supporting projects using strong troubleshooting and issue analysis skills.
- Proficient in **ITIL** framework, ITIL Process Concepts and Methodologies-Handling IT Service Support operations.
- Knowledge of **ServiceNow applications** for Incident, Change, Problem, reports / metrics, as well as Performance Analytics.
- Extensive Understanding of Business Rules, UI Policies, Client Scripts, Forms ,UI Actions, SLA, Workflows, etc.
- Offering excellent communication skills and proven ability to collaborate cross-functionally with IT and project team.

Core Competencies

- HP Service Manager 9.x, ServiceNow
- JavaScript, Shell Scripting
- SQL Server 2008/2012

- Micro Focus Service Management Automation-X
- Upgrade and Patch Management
- Strong Troubleshooting Skills

Work Experience

- **ISS SoftTech Pvt. Ltd, Bangalore**   **Sep 2019 – Jan 2020**
  Client - Kuoni Travels and VFS Global
  Administrator & Developer
  Tools: ServiceNow, HPSM

  o Participated in development and enhancement of **ServiceNow** applications and modules.
  o Designed, developed, and maintained **requests and workflows** within the **ServiceNow.**
  o Effectively worked and drove continuous improvements for **IT Change Management**.
  o Worked on **ITSM modules** like Incident, Service Desk, and Request Management.
  o Resolved issues and escalated problems with knowledgeable support and quality service.
  o Improved established service delivery **SLA's** and customized **workflow reports** to improve internal services.

- **Samartha Info Solutions Pvt Ltd, Bangalore**

i.   **Client –** MicroFocus   **Oct 2018 - Sep 2019**
     Administrator & Developer
     Tools: HPSM/SMAX/ServiceNow

  o Configured the modules in **SMAX and SM** based on the requirements.
  o Analyzed the viability and applied changes in **ServiceNow** based on client requirements.
  o Worked for technical documentation of **SM 9.x and SMAX.**
  o Responsibly participated in **Customization and Administration of** HPSM as per user's requirement.
  o Worked on Categories, User Administration, Client Scripts, and Workflows, Form usage, lists and filters etc
  o Create/Monitor/Coordinate Incident, Change and Maintenance request.

ii. **Client** – IDEA   **Aug 2018 - Oct 2018**
     Customization and Support for HPSM
     Tools: HP Service Manager 9.32

- o Configured and customized the **HP Service Management System** including workflow creation and documentation.
- o Used **standard ITIL Methodology** to streamline business processes.
- o Resolved issues pertaining to received tickets in HPSM using effective troubleshooting techniques.
- o Email Configuration based on the requirements.
- o Involved in the integration of HPSM with Active Directory through **Connect-IT Scenario**.

iii. **Client –** Sonata Softwares   **Jun 2017 - Aug 2018**
Implementation, Customization and Administration
Tools: SapphireIMS

- o Communicated with clients through E-Mails to fix their requirements.
- o Customized and implemented all the modules depending upon customer's requirement.
- o Configured multiple notifications based on user requirements.
- o Performed the end to end tickets resolution and **upgraded the patch**.
- o Generated custom query reports using **MS SQL** and wrote **Macros** to do the reporting activities.

iv. **Client –** BSNL   **May 2018 - Jul 2018**
Customization and Support
Tools: HPSM 9.32

- o Configured **Incident and Service Request modules** including SLA's as per customer's requirements.
- o Supported in the progress of Incident Management and implemented new workflows effectively.
- o Performed Application Maintenance activities.
- o Increased overall efficiency by performing **basic troubleshooting.**
- o Ensured appropriate **functional and management escalation** takes place as per the standards and procedures.
- o Configured Email Notifications and wrote Macros to produce daily reports.

v. **Client –** Vodafone   **Feb 2017 - May 2017**
Customization and Support
Tools: HPSM 9.32, HP Connect-IT

- o Configured the modules as per customer's requirement.
- o Worked on Format control, Form design, Scripts, ds, do and configured views/links.
- o Resolution of all **Incidents, Service Requests, Changes, and Problems** that fall within the scope of the team access and ability to provide recovery of service.

Training/Certifications
- o **System Administrator and Development Course on ServiceNow** from Udemy Inc.
- o **Service Management Automation Technical Certification** from Microfocus.
- o **ServiceNow Fundamentals Certification** from ServiceNow.

Education
- o **B.E (Computer Science & Engineering)** from Visvesvaraya Technological University, Karnataka in 2015.

Languages – English, Kannada

I hereby declare that the information mentioned above is correct up to my knowledge and bear the responsibility for the correctness of the mentioned particulars.

Nanda S