***Service Now Developer***

**Anil Kumar** +**91**-1234567890

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**Summary of Skills and Experience**

* I have 3+ years of IT experience **in that 2.5 years in ServiceNow development**.
* Hands-on experience in technical implementation of Incident Management, Problem management, Change Management, knowledge Management, HR Management, Onboarding, Service catalog and Request Fulfillment, Service portal.
* Developing and configuring Business Rules, Script Includes, Catalog Client Scripts, Client script, Security Access Controls, Glide Ajax, Glide Record, and Glide Aggregate.
* Hands on experience in web development using HTML, Java script, Css.
* Created Users and added the users to groups and assigned them roles.
* Ability to tailor existing ITIL functionality to customer requirements using process flow formatters, data import, reports.
* Created UI Actions, UI Policies, UI pages.
* Created Transform maps to import data through Excel.
* Good experience in Requirements understanding and analyzing.
* Quick adaptability to new technologies so keeps abreast of changing trends and meets new requirements successfully.
* A **team player** with excellent **interpersonal skills.**
* Strong problem-solving skills.

**Employment History**

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| --- | --- | --- | --- |
| **Organization** | **Designation** | **From** | **To** |
| IBM India Private Limited | Software Engineer | Jun-2018 | Til date |

**Academic Profile**

**Information Technology (B. Tech)**

Saveetha Engineering college, Chennai, 2017.

**Technical Skill Set**

|  |  |
| --- | --- |
| **Skill** | **Experienced** |
| Technologies | Service Now |
| Scripting Languages | JavaScript,JellyScript |
| ITSM Products | Service Now |
| Languages | Java |
| Operating System | Windows |

Technical Certifications:

* Service Now Certified System Administrator.
* Micro – Automated test framework.

**Project Details**

**KFSH, Riyadh**

**Project #1**:

Role: Technical Deployment Consultant

Tool: Service-now

Team Size: 7 Members

Client: King Faisal Specialist Hospital and Research Centre (KFSH)

(KFSH&RC) is a tertiary/quaternary care and referral hospital based in Riyadh

Responsibilities:

* Service-Now consultation and implementation
* Grooming new comers and sharing knowledge.
* Documentation of changes and new development as technical and functional specs.
* Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, and Access Control Lists, Performance Analytics.
* Service Catalog and Request Workflow Design and Configuration
* Worked on Incident management, Knowledge management, Service level management and Request fulfilment,
* Gathering Requirements from the customer.
* Involved in Go live activities and Go live support.

**Project #2**:

Project: Us based customer.

Role: Service Now Developer

Tool: Service-now

Responsibilities:

* Service-Now implementation and development.
* Working with and functional requirements within Service Now for CMS, Request Management, Incident, Problem, Knowledge, Change, Core Platform, Web services, interfaces etc.
* Application UI Configuration
* Scripting and advanced conditioning and worked on CMDB.
* Documentation of changes and new development as technical and functional specs.
* 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.
* Designing the Content Management System for Various system which involved layout, UI pages, CSS and service catalog work.
* Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Working on Report, dashboard designing.
* Working with dynamic HTML components: AJAX, JavaScript, CSS, XML, HTML and XHTML.
* Production release support.
* Worked on discovery, SCCM getting assets in CMDB.

**Project #3** :

Project : Unikom

Role : Service Now Developer

Tool : Service-now

Responsibilities:

* Service-Now implementation and development.
* Working with and functional requirements within Service Now for Request Management, Incident, Problem, Knowledge, Change etc.
* Application UI Configuration
* Scripting and advanced conditioning
* Documentation of changes and new development as technical and functional specs.
* 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.
* Working on Report, dashboard designing.
* Production release support
* Worked on boarding module, Asset management, Compliance.
* Service Portal configuration and development.

**PERSONAL DETAILS**



Name : Srikanth Vadlamudi

Father’s Name : Srinuvasulu

Date of birth : 03-10-1995

Gender : Male

Email id : Srikanth50v51@gmail.com

Nationality : Indian

Languages known : Telugu, English, Hindi, Tamil

**(Bangalore) (**Srikanth Vadlamudi)