

PROFILE

Seeking a challenging and rewarding opportunity, which will best utilize my acquired knowledge and skills and curious to learn new things.

Highlights:

->Service Now Skills

Service Catalog
Incident Management
Problem Management
Change Management
Reports
User Administration
Client Scripts
Business Rules
Script Includes
Workflows
Email Notifications
UI Policies
Data Policies
Import Sets
Update Sets
Service Level Agreement
User Administration
UI Actions
Access Control List

CONTACT

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PERSONAL INFORMATION

DOB: May 5, 1998

Sex: Female

Address: ACSR colony, Atmakur, SPSR Nellore, Andhra Pradesh – 524322.

Languages Known: English, Hindi, Urdu and Telugu.

Nationality: Indian

SHAIK APSAR, SERVICE NOW FRESHER

SUMMARY:

- Trained in Service Now Administration and Development at **Jacks Technologies**, Bangalore. Duration from Feb 2022 to May 2022.
- Extensive experience in the technical implementation of various **ServiceNow** modules such as Change Management, Incident Management, Problem Management, Service Catalog, and Change Management.
- Generated **JavaScript** to create Business Rules, Client Scripts, UI Policies, and UI Actions.

INTERPERSONAL SKILLS & CORE COMPETENCIES:

- Strong analytical skills, understanding of workflows, and implementation by using Service Management tools.
- Good knowledge on ITIL processes, especially on service support processes.
- Positive thinking and easily adjustable nature to any working environment.
- Pretty confident and responsible in fulfilling the duties assigned to me.

Professional Trainings: Service Now (Incident Management, Problem Management, Change Management, Service Catalogs.)

Languages: C, C++, Basics of Core Java & Scripting, HTML.

Tools & OS: MS (ITSM, Word, Excel etc.), Windows 98/2000

EXTRA CURRICULAR ACTIVITIES:

- Participated in cultural fest conducted at High School level.
- Participated in sports activities and singing competition at school & college level, secured prizes as well.
- Attended personality development programs and seminars at PG degree level.

ACADEMIC QUALIFICATION:

Qualification	Institution and Board of University	Year of Passing	Percentage
MSC	SV University, Tirupati	2021	65%
BSC	Dr. SRJ Degree College, Vikrama Simhapuri University	2019	83%
Intermediate	Sri Srinivasa Jr College, Board of Intermediate	2016	65%
SSC	ZPP Girls High School, Board of Secondary Education	2014	71%

INTERESTS & HOBBIES:

- Interest to learn and try new things
- Surfing Internet
- Love to read books
- Love to use technology
- Supporting family

DECLARATION:

I hereby declare that all the information mentioned above is true to the best of my knowledge.

Date:
Place:

Shaik Apsar