

IYAPPAN M

Email: iyappanm0206@gmail.com

Mobile: +91 -7530084699.

Career Objective

A dedicated and skilled ServiceNow Developer with 2.8 years of hands-on experience in ServiceNow administration and development. Seeking a challenging role to leverage expertise in ServiceNow platform customization, implementation, and problem-solving to contribute effectively to organizational objectives.

Professional Experience Summary:

ServiceNow (SNOW)

- Experience in ServiceNow administration with various ITSM applications such as Incident, Change, Problem, and Service Catalog.
- Proficient in configuring and customizing ServiceNow modules to enhance service delivery and efficiency.
- Designed and implemented new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, Script Includes, and Access Control Lists.
- Proficient in configuring and customizing ServiceNow modules including ITOM (Discovery, Service Mapping) to meet enterprise needs.
- Implemented out-of-the-box ServiceNow Discovery to fulfill various enterprise requirements
- Customized forms and lists of Incident and Problem Management tables.
- Proficient in migrating update sets to Production and handling Release Management activities.
- Utilized Import Sets for data loading from external files or databases to ServiceNow.
- Developed registry events, Business rules, email templates, and email notifications as per customer requirements.
- Collaborated with other IT teams to ensure smooth integration with other systems.
- Skilled in creating and customizing Service Catalogs, Catalog client scripts, variable sets, and UI policies within the Service Portal.
- Experienced in creating, customizing, and troubleshooting Workflow.
- Participated in ServiceNow upgrade planning and testing activities.
- Developed solutions across products including ITSM, HRSD, and ITOM.
- Worked on post-upgrade defects and defect fixes.
- Proficient in Java Scripting on the ServiceNow platform.
- Created Customer Surveys and responses according to customer requirements with customizations.

Frontend Developer:

- Proficient in React JS, Angular JS, HTML, JavaScript, and CSS for creating engaging user interfaces and web applications.
- Worked closely with designers and backend developers to integrate frontend features seamlessly.
- Maintained code quality, resolved frontend issues swiftly, and optimized performance to enhance user experiences within project timelines.

Analyst, December 2022 – Present (HCL Technologies, Chennai)

Total Work Experience: 2 Years

Certifications:

- ServiceNow Certified System Administrator (CSA)
- Certified Implementation Specialist - IT Service Management (CIS-ITSM)
- Certified Application Developer (CAD)

Skills:

- ServiceNow administration, configuration, and customization
- Scripting languages such as JavaScript, and HTML
- Front-End Development (ReactJS, HTML, CSS, JavaScript, AngularJS).
- ITOM (ServiceNow Discovery/Service Mapping)
- Service Portal Implementation
- Problem-solving and Analytical Skills
- Strong Communication and Collaboration Abilities

Work Experience:

- Working as an **Analyst** in HCL Technologies from Jan 2022 to now.
- Frontend Developer Trainee, Kloud One Technologies, Chennai (Jun 2021 – Dec 2022)

Project Description:

Project 1: Zensar (Frontend Developer)

Project 2: PayPal (ServiceNow Admin)

Project 3: IKEA (ServiceNow Developer)

Academic profile:

- Scored 91% in SSLC
- Scored 89% in HSC
- Scored 76% in B.E

Declaration:

I hereby declare that all the above-said Statements are true and correct to the best of my knowledge

Place: Chennai

[Iyappan M]

Date:

