

Aman Kumar Singh
ServiceNow Developer
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Objective:

Looking forward to associate myself with an organization where there is an opportunity to share, contribute and upgrade my technical skills for development of self and organization.

Experience summary:

- 2+ years of experience as in service now.
- Experience in ServiceNow **Development, Admin and Testing** skills with ServiceNow **Virtusa**.
- Excellent team member with a strong ability to lead and balance project workload.
- Good Understanding in Coding, Testing, Implementation.
- Resolving issue with the ongoing Production improvement cycle.
- Strong analytical, technical, Research, general business and functional skills.

Technical experience:

a) Project Name: CITI

Description : ServiceNow Developer
Experience : 8 months

- Scripting/Customization Knowledge in SNOW.
- Experience on Server-Side Scripting such as Script Includes, Business Rules, Scheduled Jobs and have a fair knowledge of Client-Side Scripting, UI Script and UI Policy, Reference qualifier as per required filter based on input.
- Developed Catalog items, record producers, Portal designing.
- Knowledge on Service Catalog, Workflow, Transform Maps.
- Customization move of Update Set from Development to Production instance.
- Working on ITSM module
- Preparation of requirement gathering doc, test plan, back out plan and user guide.
- Configuration and customization of Change Management.
- Perform Import activity via Import Sets.
- Management of access level restriction to various service-now.com applications, modules, fields and records.
- Modification of layout of various forms, related lists and business objects.
- Service Catalog and Request Workflow Design and Configuration.
- Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, Script Includes, and Access Control Lists.

b) Project Name: UNUM-EIB

Description: ServiceNow developer
Experience: 1 year 3 months - Present

- Customized Incident, Change and Service Catalog module in ServiceNow as per the process requirements.
- Created Portal pages (Homepages) with the help of reports.
- Customization of existing workflows based on user requirement.
- Created workflows and automated the process of getting catalog items creation or modifications from Customer.
- Created Variable sets, Transform maps to ease the process of uploading catalog items or variables instead of manual updating.
- Creating catalog UI policies and client scripts with respective to the requirement given.

- Writing Script Includes wherever necessary and reusing them instead of global business rules.
- Writing Business Rules and Client Scripts based on the requirement given.
- Used Background scripts in case of any data validations.
- Configuring Users, Groups and Roles.
- Created Dynamic and Static blocks based on the requirement of pages.
- Created various notifications at different stages.
- Created ACL's based on the security mechanism provided by Customer and best practices.
- Created Customer Surveys, Responses according to the customer requirement and also made some customizations.
- Created test plans and executed.
- Develop test cases for functional and regression testing.
- Iterate and run through test definitions.
- Having daily communication with customer and making them understand on implementation done on servicenow for the requirements given.

Professional experience Profile:

- Worked as Servicenow Administrator and Developer to Till Date with **Virtusa consulting Services Pvt Ltd.**

Significant Highlights:

- Initiated automation workflow for getting catalog requirements through Servicenow from Customer and also built workflow for the same which is currently used.
- Got appreciation from Customer and Managers for delivering work on time.

Education Profile:

- B Tech in Computer Science and Engineering from College BBDNITM 2019 with first class.

Training/Certifications attended:

CAD(Certified Application Developer)
CSA(Certified System Administrator)
Welcome to ServiceNow(Micro Certification)
Java Certified(Hackerrank/LinkedIn)
Oracle Database Certification

Personal details:

Date of Birth : 8th December 1997
Nationality : Indian
Father s name : Narsingh Singh
Languages known: English, Hindi

Date: 16-09-2023

**Yours sincerely,
(Aman Kumar Singh)**