

Aravind Venugopal

Service Now Developer

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Objective

A Qualified IT Professional with 2+ years of experience, as a Service-Now developer and administrator. Experience in Configuring Applications using Service-Now tool, Looking for an opportunity to work on ServiceNow Platform to Provide my Expertise and to enhance my Knowledge.

Skills

ServiceNow , ITSM/ITOM , Service-Catalog , Service-Portal, Automation-Tooling, Scripting , Integration, , ATF , CMDB , Notification, Flow-Designer.

Work Experience

ServiceNow Developer

Atos Global It Solutions & Services Pvt Ltd • Jul 2020 - Present ,

- Extensive Platform Experience in development/administration ServiceNow for providing IT Service Management in ITSM module, Service Catalog ,Order-Guide,Record-Producer , ServiceNow-Automation .
- Proficient in developing Catalog Items and creating Workflows using Several Automation Tool.
- Expertise in email notifications creation & configuration using Automation for ITSM Modules.
- Hands-on experience on scripting in Client Scripts, UI Policy,Data Policy, UI Actions, Script Includes, ACL & Business Rule.
- Configured SLA'S to define certain levels of services to ITSM modules.
- Worked on Transform maps and scheduled jobs
- Carrying out unit testing and working on update sets and deployment activities.
- Handled L4 Incidents to fix bugs and Platform Issues
- Knowledge on Service Portal for creating Portals, Widgets, Menus, Menu Items, Pages, and Integration.
- Worked on Email Inbound and Outbound Configuration
- Experienced in RFI (Request Fulfillment Interface) .
- Written Script Includes , Business rules and client script.
- Created ACL for Table/Forms/Modules and managed user /group roles.
- Good Understanding on phases of the software development Life cycle (SDLC) and also familiar with methodologies like Agile/Scrum
- Responsible for Coordination with stakeholders to continuously work on improving the processes and aligning to the best practices.

Certification

- ServiceNow Certified System Administrator
- ServiceNow Certified ATF , Flow Designer , ITSM , Integration-Hub, Predictive Intelligence, CMDB.
- Certified ITIL Foundations

Education

Bachelor of Computer Science Engineering

(Anna University- 61.40 %) 2015 - 2019

Place - Chennai

(Aravind)