



Chekka Jayarath Saikiran

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Carrer Objective:

I intend to be a part of an organization where I can constantly develop my technical and management skills and make best use of it for the growth of the organization. I took forward to establishing myself by adapting new technologies as well.

Education:

Course	Name of institution	Percentage/CGPA	Year of passing
B-tech (Electronics and communication engineering)	Sree Vidyanikethan engineering college	8.2	2021
Intermediate	Sri Chaitanya junior college	97%	2017
SSC	JMJ English medium school	9.5	2015

Skills:

- Have good knowledge on ServiceNow End-to-End Implementation.
- Extensive knowledge on ITIL processes and how to implement in the ServiceNow.
- Knowledge on Incident Management, Problem Management, Change Management, Knowledge Management.
- Hands on experience on Scripting, platform configuration, design, Service Portal configurations and deployment.
- Enhancements and development in incident management, request management and Service Request management.
- Expertise on creation of workflows for Service Catalog items in ServiceNow.
- Excellent knowledge on ServiceNow scripting that includes Business rules, Client scripts, UI policies, UI Actions, Script Includes, Scheduled jobs, workflows, flow designer, Email notifications, Inbound actions.

- Good at logical thinking and have good problem-solving skills.

Experience:

- 2+ years of experience in ServiceNow.
- Gathering requirements from client creating catalog items.
- Experience in dealing with the incidents and resolving them on time.
- Working on Implementation of incident, problem, change management, Service Catalog.
- Onboarding of data into tables and manage update sets and deploy them to test and production instances.
- Worked on creating users, roles, groups and load the data to ServiceNow using import sets.
- Experience on Developing, testing, and deploying the tasks into the production.
- Worked on a Merger project (where 2 client companies are merging, and their applications need to be merged)
- Creating reports, configuring SLAs, worked with record producers, order guides, workflows.
- Worked with inbound email actions, troubleshooting email logs.

Certifications:

- Completed ServiceNow **Certified System Administrator** certification.
- Completed ServiceNow **Certified Application developer** certification.
- Completed **Machine learning with python** course in Coursera.
- Completed **Interfacing with the Arduino** course in Coursera.

Internships:

- Completed 3 months Internship on **ServiceNow** in cognizant.
- Completed 1 month internship on **Data Science and Business Analysis** in Sparks foundation.

Languages known:

Telugu, Hindi, English, Tamil

Declaration:

I do hereby declare that the above particulars of information and facts stated are true, correct, and complete to the best of my knowledge and belief.