

OBJECTIVE

IT Industry with 2 years of Experience in ITIL and IT Service Management Solutions in IT Infrastructure with expertise in the ITSM suite (ServiceNow). A ServiceNow Developer with expertise in Implementing end-to-end Service Catalog, Incident Management, Configurations, Problem Management and Change Management.

CONTACT

- Dineshprabhumahendran@gmail.com
- <https://www.linkedin.com/in/dhinesh-prabhu-3b997526a>
- +91 9566327384
- Chennai, India.

EDUCATION

Hindusthan College of Engineering and Technology, Coimbatore.
Bachelor of Engineering- MECH
2016- 2020.

SKILLS

- ServiceNow
- ITSM, GRC
- ServiceNow Development
- Java Script (Basics)
- ServiceNow Admin

Dinesh Prabhu M

SERVICENOW DEVELOPER

CERTIFICATIONS:

- Certified System Administrator ServiceNow- CSA
- Certified Application Developer ServiceNow- CAD

EXPERIENCE

ServiceNow Developer- TATA Consultancy Services FEB 2022 HONEYWELL- 2022 JUN-OCT

- . Responsible for Maintaining and Developing the End-to-End activities of the Service Catalog form and order guides.
- . Implemented documented and maintained the ServiceNow platform to meet specific business needs to support ITIL and Business Processes.
- . Configured the Dashboards and hands-on the form attestation.
- . Created and Maintained foundation data- User accounts, Roles, Approvers, and Groups also implemented in the workflows for the Service catalog items.

ServiceNow Developer GRC NOV 2023 - JUN 2024

- . Managed and Coordinated activities during the overall Client-side Applications tickets Like IMSN, FLOD QC, GDS, and Library Hub and end-to-end user testing for the user tickets as well.
- . Utilized business rules, Client Scripts, UI Policies, and UI Actions to deliver solutions that automate processes in the Records.
- . Worked on the Defects post, Upgraded, and fixed the defects in the JIRA Board.
- . Hands-on experience in Minor Scripting activities and experience in Production Support as well.

ITSM Developer SYMPHONY AI SUMMIT JUN 2023- Present.

- . An AI tool that worked on the ITSM Developmental areas and configurations parts. Worked on creation and resolution of Incident, Problem and change tickets, Work orders, Service requests, and CAB approvals.

