

## **Objective**

To acquire a challenging career with a solid company utilizing the opportunity to offer proven and developing skills within the company.

## **Certification**

- **ServiceNow** Certified System Administrator.

## **Professional Summary**

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### **Years Experience in IT Industry**

- Having 4 years Hand on experience in Service Now Development, worked in different Modules of Service-Now such as Incident Management, Problem Management, Content management and Service Request.
- Created custom widgets, Worked on portals & ui pages
- Created various portals for customers and employees.
- Extensive experience in html,css, javascript etc for passing data to client and server side.
- Good understanding of ITIL process .
- Worked on process automation designer, UI builder and CSM workspaces and playbooks in CSM module.
- Configuring and Customizing HR Topic Categories, HR Topic Details, HR Services for Several COE'S.
- Configuring and Customizing Content taxonomy to Add the Topics To Employee Center, and Implementing Content Publishing and Widgets for Employee Center
- Hand on experience on various Service Now customization as per client's requirement.
- Experience working on Events ,schedule jobs, schedule reports, Email Notification Inbound action, Script actions, performance analytics ,homepages ,Dashboards, Update sets, update source.
- Worked on Creation and customization of complex workflow and custom workflow activates
- Experience in working with Business Rule, Client Script, Script Include, UI Policy, Ui script, ACLS and UI Actions.
- Experience in Importing data using Import sets and transform maps.
- Experience in LDAP integration, External Web services Integration (both SOAP based and REST based) in ServiceNow.
- Good experienced on Web technologies such as HTML, CSS and JavaScript
- Experience in integration with third party applications like Jira, Git Hub, slack etc.
- Basic understanding of CMDB and Project Portfolio Management.
- Experience in SQL and Knowledge in Angular js.

## **Skill Set**

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### **ITIL Tool**

- **ServiceNow** : Administration, customization, configuration, Implementation, development, Scripting, service catalog, workflows, CSM, HRSD, Integration.

### **Web Technologies**

- HTML, CSS, JavaScript.

### **Software Tools, Operating Systems**

- Microsoft Windows (Vista/7/8.1/10/11)

## Experience Summary

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Presently I am associated with Nexwave Talent Management Solutions as ServiceNow Developer since 2<sup>nd</sup> July 2021 to Till Date. And Past Experience in Dream Tekis Software Pvt.Ltd servicenow Developer as 8months(nov 2020 to jul 2021) and in Asian Life Insurance Company LTD 1year 2months(sep 2019 to nov 2020)

### Project #3-

- **Title** : *HR management and Leave Management*
- **Client**: Nexwave Talent Management Solutions
- **Role**: ServiceNow Developer
- **Duration**: jul 2021 to till date

### Brief Description :

Nexwave team have planned to develop own Database to maintain all employee details and developed this using ServiceNow platform. Employee can apply leaves from this and it contains various modules like employee Timesheets, Personal details, Financial details, Education Details, Experience details, Documentation and Interview Performance. It also contains one personal catalog page for each employee from where one can order all products and applications that origination provides

### Roles and Responsibilities:

- Worked on process automation designer
- Worked on playbooks in CSM module
- Worked on csm-itsm integration
- worked on UI builder and CSM workspaces.
- Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, and Access Control Lists.
- Working on Report, dashboard designing.
- Created custom widgets, Worked on portals & ui pages.
- Created various portals for customers and employees.
- Extensive experience in HTML, css, JavaScript etc for passing data to client and server side.
- Write sustainable code that can be modified and scaled.
- Ensure that UI/UX designs are practical.
- Boost the primary front-end or back-end performance.
- Change the specs and designs of complicated applications.
- Examine the code, requirements, system hazards, and software dependability
- Work with web developers on both the front-end and back-end

- Configuring and Customizing HR Topic Categories, HR Topic Details, HR Services for Several COE'S.
- Configuring HR templates To populated HR case Fields.
- Configuring The HR Criteria To Restrict Access to HR services .
- Configuring and Customizing to HR Catalogs.
- Configuring and Customizing the Assignment rules For Auto Assignment.
- Configuring and Customizing Content taxonomy to Add the Topics To Employee Center.
- Configuring and Implementing Content Publishing and Widgets for Employee Center.
- Adding and administering users, groups and roles
- Table Creation, Database Views, SLA definition, Reference qualifier, Related lists.
- Developed Client Script, Business Rules, UI Policies and UI Actions
- Creation and deployment of Update Sets
- Experience of dealing issues with business and technology users of the application.
- Resolving day to day production issues, Incidents, Catalogue Tasks etc within SLA.
- Create/modify groups ,granting roles to the users etc.
- Working on Email notification and events for the change management and incident management.
- Service Catalog and Request Workflow Design and Configuration.

## Project #2-

- **Title** : *AMS (Agent Management System)*
- **Client:** Dream Tekis Software Pvt.Ltd
- **Role:** ServiceNow Developer
- **Duration:** 2020 nov to july 2021

## Brief Description :

Agent Management System is basically designed for Insurance Agents and Brokers. This system is useful to agents for calculating premiums, maintaining the customer's policy data to track the renewal information and scheduling meetings with their customers and an Auto reminder for them.

The best feature of this system is uploading the customer's data through excel which will reduce the burden of entering the data manually and calculation of commission. The system also maintains hierarchical clustering of data for particular roles.

- **Roles and Responsibilities:**
  - Working on customization of ITSM modules.
  - Developed new Catalog Items.
  - Manages data with Tables, Import Sets and Update Sets.
  - Worked on customization of Change and Incident Management.
  - Developed new custom modules.
  - Works on cloning of environments.
  - Worked on Data Dictionary.

- Configured SLAs and Email Notifications.
- Hands on experience on ServiceNow Scripting.
- Worked on ServiceNow Integration.
- Develops new workflows.
- Working on Content Management System.
- Got exposure to On-Call scheduling module.
- Good understanding of Agile methodology.

#### **Project #1-**

- **Title** : Soham Life
- **Client:** Asian Life Insurance Company LTD
- **Role** : serviceNow developer
- **Duration:** 2019 sep to 2020 nov

#### **Brief Description:**

Core Life Insurance Software – SohamLife is a fully web-based application supporting the complete life cycle of insurance operations, starting from registration of proposals to the final settlement of claims by way of death claim or maturity claim. It is a user friendly solution providing any Insurer with the required flexibility and scalability coupled with short time-span for implementation and deployment.

#### **Roles and Responsibilities:**

- Designed, implemented and maintained web content portals .
- Helped establish templates for coding, design
- Examined collected data for measuring site metric performances
- Instrumental in the design of the company's QA process and quality standards
- Working on workflows and implementation of the change management
- Working on the incident management implementation.
- Working on Email notification and events for the change management.
- Working on the reports related issues
- Developed Client Script, Business Rules, UI Policies and UI Actions
- Creation and deployment of Update Sets
- Experience of dealing issues with business and technology users of the application.
- Resolving day to day production issues, Incidents, Catalogue Tasks etc. within SLA.
- Create/modify groups, granting roles to the users etc.
- User, group, and role creation and its relationships

#### **Academic Qualification**

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- B.Tech (Mech) from North East Forntior University in 2019 with 69.81%.

## Personal Information

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**Date of Birth:** 09<sup>th</sup> August 1995, **Sex:** Male, **Language:** English, Telugu, **Nationality:** Indian

**Hobbies:** Playing and Watching Cricket, Listening Music, Playing Computer Games, Cooking.

## Declaration

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

Vinay deekshith

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