

RESUME

HIMA V DEV

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SUMMARY

- ❖ **5 years and 2 Months** of Experience in ServiceNow providing solutions and capable of handling multiple priority issues.
- ❖ Expertise in problem solving, capable of handling multiple priority issues.
- ❖ Experienced in understanding the criticality of problems and preparing action plan.
- ❖ Pragmatic and Enjoy working as a part of a result-driven team.
- ❖ Adaptable, organized, detail-oriented with professional work ethics.
- ❖ Team player and capable of working independently with minimal directions as well.
- ❖ Proficient in giving valuable decision and taking feedback from the employees.
- ❖ Provided Knowledge Transfer to co-workers. Have trained new joiners in the organization.
- ❖ Excellent leadership qualities, willing to take up responsibilities.
- ❖ Capable of maintaining excellent peer relationship.
- ❖ Possess good interpersonal skills that have been put to good use in coordinating with Project teams.
- ❖ Team player with effective communication skills.

WORK EXPERIENCE

- ❖ **5.2 year** working experience with **AstraZeneca India Private Ltd** as **ServiceNow Consultant** from **November 2018** to till date.

ACADEMICS

- ❖ **B. Tech (Computer Science and Engineering)** from Musaliar College of Engineering and Technology, Pathanamthitta, Kerala.
- ❖ **HSC (81%)** Government Higher Secondary School, Punnala, Kollam, India
- ❖ **SSLC (94%)** Sabarigiri Senior Secondary School, Punalur, Kerala, India

SKILLS

Tools & Technology	ServiceNow ITSM , Integration
Language known	Java Script, AngularJS
Soft skills	Excellent communication skills, enthusiastic team player, and strong problem solving abilities.

PROJECT DETAILS

Company: AstraZeneca India Private Ltd

Project: EUS - ETS

Duration: November 2018 to till date.

Environment: Service now ITSM (Newyork, Orlando, Paris, San Diego, Utah)

Project Overview: The purpose of the project is to provide the End User Service to the entire organization.

Roles and Responsibilities:

- ❖ Modify Application Modules when requested via an Enhancement or Stories.
- ❖ Open Change tickets for ServiceNow changes Open HI tickets when required.
- ❖ Majorly worked on ITSM module, catalog creation.

- ❖ Represent SN Support on Daily Internal Calls.
- ❖ I was part of platform upgrade (Utah).
- ❖ Implemented release process which helped us to achieve our yearly target tremendously.
- ❖ Service Request Management, UI policy, Client script, Business Rule ,ACL, Service catalog creation, Flow designer, update set creation and movement.
- ❖ Worked with end users to evaluate and solve technical problems.
- ❖ Developed quality documentation that clearly articulate solutions and the ability to perform demonstrations.
- ❖ Guiding developers/performing peer review to get their development done within the sprint.
- ❖ ServiceNow Incident Queue Monitoring Incident Trouble Shooting and providing Resolution through defects.
- ❖ Worked on ServiceNow Integrations,ITAM,ITOM modules.

PERSONAL DETAILS:

DOB	23 rd -June-1996
Pan Card No	FAQPD5191G
Nationality	Indian
Gender	Female

Signature

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