

ABIRAMI VENKATESH

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Servicenow Developer

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PROFESSIONAL SUMMARY:

Key Skills

- 2.5 Years of experience as a software engineer in which 2 years of relevant experience in Servicenow.
- As a Servicenow Developer have experience in Designing, Configuring, Customization, Deployment of the Servicenow ITSM platform, used in ITIL Management delivering medium to large-scale Servicenow implementations.
- Experience in ITOM and developed CMDB.
- Worked in Human Resource Service Delivery.
- Having experience in Strategic Portfolio Management
- Extensive experience in ServiceNow Platform as a Developer.
- Excellent knowledge of ServiceNow Best Practices and ongoing knowledge of latest ServiceNow features.
- End to End Development and customizations of Incident, Problem, Change, Knowledge, Service Request Management and Service Portal applications
- End to end development of Reports and Dashboards
- Implementation of ServiceNow Core ITSM modules, SLA's, Notifications, Workflows and UI Actions
- Developed service catalog i.e., catalog items, record producers and Order Guides.
- Hands on Experience on client-side scripting such as UI Policies, Client Scripts and server-side scripting such as script include and business rules and Data Policies.
- Having experience in REST API integration and MID Server.
- Having intermediate level in Javascript.
- Extensive experience in working with user Management including Users, Groups, Roles and Access Control Lists (ACL).
- Experience on Update set capturing and moving.
- Worked on Transform maps and Workflows.
- Used Update sets to move customizations from Non-Production Instances to Production Instance.
- Used Import Sets to extract data from various other sources and field mapping for customer on boarding.
- Interacting with functional owners on day-to-day basis to understand the business requirements.
- Following the SDLC and Story process to develop and deploy the code in development to production environments.
- Flexibility to adapt to changing priorities and meet deadlines as per the schedules and solve client/customer related technical issues.
- Ability to learn new concepts and capable of working in group as well as independently.

PROFESSIONAL EXPERIENCE:

Working as a ServiceNow Tester/Admin/Developer in Capgemini
From Feb 2021 to till now

EDUCATIONAL BACKGROUND:

Bachelor of Engineering in Computer Science and Engineering.
From Saranathan College of Engineering, Trichy in the year 2020.

Higher Secondary in Brindhavan Higher Secondary School, Pattukkottai in the year 2016.

S.S.L.C. in Government Higher Secondary School, Pattukkottai in the year 2014

Technical Skills:

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|------------------|---------------|
| Program & Script | : Java script |
| Methodologies | : Agile, SDLC |
| Tools & Packages | : ServiceNow |

Certifications:

- Certified System Administrator - Mainline
- Tokyo Delta - Certified System Administrator.
- Automated Test Framework – Micro Certification
- Integration Hub – Micro Certification
- Flow Designer – Micro Certification
- Predictive Intelligence – Micro Certification
- Strategic Portfolio Management
- Human Resource Service Delivery Fundamentals
- Configure the CMDB – Micro Certification

Career Objective:

To work in a challenging environment with a competitive organization by keeping an open attitude towards learning new things and thereby creating more opportunities for the organization growth and hence grow along with the organization.

Projects Engaged:

Project: Aerospace Manufacture Company

Nature of Project: Implement core ITSM Modules

Technology: ServiceNow Platform

Role: ServiceNow Developer

Responsibilities:

- Involved in requirements gathering, Designing and Development.
- Implemented Incident, Problem and Change management.
- Developed service catalog i.e., catalog items, record producers and Order Guides.
- Implemented Access control lists. (ACL) for the various modules like incident, problem, change and other applications for providing contextual security.
- Client-side incident state validation scripts, UI policies.
- Server-Side scripting – Business rules, Script includes.
- Designing the email template with appropriate subject and body description.
- Notifications to the assignee and caller including the satisfaction survey notification.
- Created workflows for generating approvals to process owners of each module and associating a task once it gets approved.
- Attaching SLAs to the requested items & auto closing of RITM in preferred specific time by the customer.

Project: - Portable Storage Industry

Nature of Project: Implementation

Technology: ServiceNow Platform

Role: ServiceNow Developer

Responsibilities:

- Tested Servicenow Instance by moving Developing Instance to Testing Instance by Servicenow Service watch.
- Worked on Incident, Problem, Change, SLA's, Knowledge and Service Request Management as Developer and Tester.
- Involved in gathering the Requirements from Service Owners and Interacted with the developers for building the request as per best practices and achieving requirements.
- Performed Functional testing in ServiceNow.
- Creating custom Tables, Fields and configuring Access Controls over them.
- Worked with transform maps, data sources and different transform scripts for data loads and management.
- Involved in requirement analysis and development activities.
- Interact with onsite person/ functional owner to understand the business processes and new requirements.
- Providing support during the UAT process and post production deployment and Working on live production issues on daily basis.

Project: - Furnishing Manufacturing Industry

Technology: Testing

Role: Software Tester

Responsibilities:

- Worked as one of the member for QA team to improve the testing performance of the

project.

- Developed Quality test cases on reference of Use cases.
 - Analyzing and test the ITIL process in incident, Change Problem Management.
 - Performing testing in SLA, Notification, Approval Matrix.
 - Mapping the test cases for the requirements.
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- Customer / vendor meetings and Reporting's Documentation and providing user trainings.
 - Attended to daily, weekly, monthly review meetings.

Project: Automation Industry

Technology: Testing

Role: Software Tester

Roles & Responsibilities:

- Studied Requirement documents to understand complete project.
- Assist test lead and project manager in Test plan and Strategy preparation.
- Prepared test scenarios, Test cases and perform ATF.
- Involved in Test cases execution and Defect reporting.
- Involved in defect tracking process and Defect life cycles.
- Attended to daily, weekly, monthly, review meetings.
- Involved in Final Regression Testing and Acceptance level.

Language Skills

Good English knowledge, both spoken and written.

Declaration

I hereby declare that the details given above are true to the best of my knowledge and belief.

Place: Chennai

Abirami Venkatesh