HARISH G

ServiceNow Admin & Developer

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SUMMARY:

Having **2.7** years of experience in results driven ServiceNow with strong development & design background on ServiceNow platform. Software Development in areas of ServiceNow Implementation, Customization, and development. Highly motivated & Solution oriented programmer with experience on ServiceNow Scripting.

SKILLS SUMMARY:

Framework	:	ServiceNow, ITIL, ITSM
Programming Language	:	Core Java, C, C++
Web Technologies	:	HTML, CSS
Language	:	Java Script
Operating System	:	Windows 10, Linux

SERVICENOW FOCUS AREAS:

- Work experience on Service Catalog and Workflow Development

- Work experience on Incident, Problem and Change Management

- Experience on client side scripting such as UI Policies, Client Scripts, UI Actions and server side scripting such as Script include and Business rules

- Work experience on Import sets, Data sources and Transform maps

- Hands on experience on Transform scripts

- Hands on experience on Order Guide and Record Producers

- Hands on experience on ESS Portal

- Experience on Email Notifications, Scheduled Jobs, Reports and Dashboards

- Hands on experience on Inbound email actions and Events and Templates

- Experience on SLA definitions and knowledge on Access Controls

- Experience on UI pages

- Knowledge on Service Portals

- Good debugging skills in issue identification and fixing.

- Working with schedule jobs, events and triggers to manage business needs and handle background work.

- Managing ServiceNow data using Import sets and transform maps.

- Created Email notifications in ServiceNow.

- Good debugging skills in issue identification and fixing.

- Good knowledge on designing Workflows to automate the Business Process using ServiceNow.

- Maintaining Reports/Dashboards.

- Co-ordinated with vendor for annual upgrades and part of cloning activities

Core Competencies

- ➤ Strong administrative and implementation knowledge of Service Management tools.
- ➤ Very good understanding of **ITIL** processes especially service support processes.
- ➤ Implemented service level management for the incident and problem management.
- ➤ Worked on UI policies, UI actions, and client scripts.
- ➤ Implemented inbound and outbound integrations.
- ➤ Deep experience and expertise in client-side and server-side scripts such as configuring Business Rules, **Script Includes**, **Workflows**, UI Actions, UI Pages, UI Macros, **Client Scripts**, **UI Policies**, and Access controls.
- ➤ Configured several catalog items and worked on minor enhancements related to the service portal.
- ➤ Experience in configuring **email notifications**, email scripts, templates, **inbound** actions, and quick messages.
- ➤ Performed hands-on system **integrations** using **REST** Web services.
- ➤ Created dashboards leveraging performance analytics capabilities like automated/formula indicators and made use of the forecasting and threshold limits.
- ➤ Installation and Troubleshooting **of Mid Servers**.
- ➤ Strong knowledge of configuring scripted web services and workflows to automate processes using orchestration capabilities.

Educational Qualifications:

- ➤ B. Tech from JNTU Hyderabad University in 2021.

Professional Experience Profile

- ➤ Working as ServiceNow Developer in **Accenture, Bangalore** from Apr 2021 to till date.

Current Assignment:

Project #1

Project Name : MARKEL

Client : CVS Health

Role : ServiceNow Developer

Description:
The project key concept is to develop Customized ServiceNow Application to handle most of the Service Management modules of the business process with ServiceNow Suite like Change Management, Incident Management, Problem Management, Asset Management, Service Request Management and other customizations according to the Business requirements.

Roles and Responsibilities:

- ➤ Worked on ITSM Applications like Incident, Problem, and Change
- ➤ Schedule Jobs, workflows, Client scripts, Server scripts, UI Actions, UI Policies, and reporting.

- ➤ Designed new Workflow and modified the existing workflows according to new requirements in an efficient manner.
- ➤ Developed scripting in ServiceNow (Business Rules, UI Pages.)
- ➤ Web Services Integration (SOAP, REST,) and written test and debug JavaScript
- ➤ I have worked on ServiceNow application migration using Update Sets.

- ➤ Developed widgets and fixed widgets in Service Portals to enhance the User Experience.
- ➤ Worked on Database Views.
- ➤ Worked on Flow Designer.

- ➤ Responsible for troubleshooting issues after migration activity.
- ➤ Created various notifications at different stages.
- ➤ Configuring Users, Groups and Roles.
- ➤ Created ACLs based on the security mechanism provided by Customer and best practices.
- ➤ Experience in Service Catalog Management
- ➤ Done Automations for service catalog item
- ➤ Developed ServiceNow work flows based upon business requirements
- ➤ Created various work flows for Service Requests and SLA's
- ➤ Done Unit Testing for corresponding features
- ➤ Configuration of ServiceNow menus, fields, forms, data structures, relationships.
- ➤ Ad-hoc Reports generation and Scheduling the Reports based upon the requirements.
- ➤ Configured new Emails notifications, Notification scripts, Templates, Events and Configured Different Inbound Email actions for automated request.

Project #2

Client: Credit Suisse

Role: ServiceNow Admin & Developer

Roles and Responsibilities:

- ➤ I have worked on Incident management, Problem management, and Service catalog.
- ➤ I have created documents for the completed Jira.
- ➤ Worked with customer son the functional specification design for both incident and problem management processes.
- ➤ Reviewed the functional specifications and advised the customer for modifications.
- ➤ Work with business users to identify and refine business requirements
- ➤ Created new fields and tables as per the client's requirement.
- ➤ Created modules to meet client requirements.
- ➤ Worked on business rules in different scenarios to automate the process of incidents and problems.
- ➤ Worked on UI policies, UI actions, and client scripts to make the user interface effective.
- ➤ Worked on validation scripts to make the validations of data entered by the user.
- ➤ Implemented service catalog effectively to make ServiceNow end user friendly.
- ➤ Registered events in the system, based on the events fired notifications and script actions configured.
- ➤ Created inbound email actions for updating the approval records and updating incidents.
- ➤ Scheduled jobs for performing various automated actions periodically to make the system stable.
- ➤ Implemented inbound and outbound integrations to receive the data from external and to send the data from ServiceNow to other systems using SOAP and REST.
- ➤ Implemented Access Control Security Rules for the IT Applications as per the client requirements.
- ➤ Add service offering a subscription to the group.
- ➤ Creation of add holiday.
- ➤ Creation of configuration items with different relationships.
- ➤ Implemented Service Management for the client. (Record Producers & Catalog Items)
- ➤ Built manual Configuration Items (CI) Business relationships.
- ➤ I have extensive experience working on Email Notifications, mail scripts, and Reports.

- ➤ Schedule Jobs, workflows, Client scripts, Server scripts, UI Actions, UI Policies, and reporting.
- ➤ I have worked on ServiceNow application migration using Update Sets.
- ➤ Responsible for troubleshooting issues after migration activity.
- ➤ Implemented third-party GINA tool integration using REST Scripted Web Services.
- ➤ Created the documents for the implementation of stories.

(HARISH G)