Ashok
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ServiceNow Developer
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Experience Summary :

- Having **2.9+ years** of Experience in IT industry and ServiceNow Developer/Admin.
- Strong knowledge of the technical implementation of **Incident Management, Change Management, Problem Management, Knowledge Management, CMDB, Service Catalog, and Reporting.**
- Experience with **Business Rules, Client Scripts**, **Script includes, UI Policies, UI actions** for customizing the tool.
- Good understanding and hands-on **Glide Forms, Records, Scratchpad, AJAX and Glide System used inUI Actions, Business Rules, Client Scripts.**
- Design new **Workflows** and **Flow Designers** according to business requirements.
- Experience on creation of **Catalog items, Record Producers** and **Order Guides**.
- Understand of IT Service Management (**ITSM**) and the **ITIL** business process. Maintain Service Level Agreement (**SLA**) and monitor an **SLA** workflow.
- Experience in customize the form layouts and List layouts as per the business needs.
- Foundation user data load using import sets and transform maps.
- Experience in creation of dashboards using Performance Analytics.
- Configuration of **Email Notification, Events, scheduled jobs** for approval escalations.
- Experience in Implementation and Configuration of different modules of ServiceNow.
- Hands on experience in using existing methods and procedures to create possible solutions to moderately complex problems.
- Create an Access Control List (**ACL**). Use of scripting tools and ServiceNow functionality to create script to automate routine tasks being done in ServiceNow.
- Strong team player, ability to work independently and in a team as well, ability to adapt to a rapidly changing environment, commitment towards learning.

Education Details:

- **B.Tech** (Bachelor of Technology) from JNTU University, 2021.

Experience Details:

- Working as **Associate Engineer** in **Infosys** from Jul 2021 to Till Date.

Technical Skills:

ServiceNow	**:** ITSM, Business Rules, Client Script, UI Policies, Script Includes, Catalogs, Reports, Dashboards, CMDB and Integrations etc.
Database	**:** MS SQL, MySQL.
Scripting Languages	**:** Java script, HTML.

Project Details:

Project : Varian Medical Systems
Role   : ServiceNow Developer

Roles & Responsibilities :

- Customize of form design and layout for Incident Management, Problem Management and Change Management.
- Design and implement new functionality using Business Rules, Script includes, Client Scripts, UI Policies, and UI Actions etc.
- Write script API's Glide Forms, Glide Records, Scratchpad, AJAX and Glide System used inUI Actions, Business Rules, Client Scripts.
- Creation of Flow Designers and Execution plans for the catalog items.
- Configuration of Email Notification, scheduled jobs for approval escalations.
- Worked on Implementation, Integrations and Configuration of different modules of ServiceNow.
- Worked on transform maps, data sources and different transform scripts for data loads and management.
- Customizing the forms and Lists of Incident, Change and Problem Management tables.
- Working on building Catalog items, Order Guides and Record producers.
- Creating SLAs and participated in running SLAs and responsible for closing successfully.
- Moving Update sets from one environment to another environment.
- Creating Knowledge articles to document the steps in creating the catalog items.
- Writing Client scripts and Business rules to extend the functionality of existing system.
- Creation of catalog Items with Variables and Variable sets.
- Using update sets, UI scripts, Notifications as part of customizing the ServiceNow.
- Importing the Data in different formats (excel, csv, xml) via attachments.
- Writing Data Sources, transform maps and properly analyzing coalesce to avoid duplicates.
- Involved in Incident Reporting and Change reports to track process of repairs and determine the current quality of the application.