

Chandra Mouli K

chanduchowdarykante@gmail.com

+91 6300906696

Bangalore

PROFILE SUMMARY:

- Designated as ServiceNow Developer with 2.2+ years of experience in IT.
- Experienced in ITSM (IT Service Management), ITOM (IT Operations Management), GRC (Governance, Risk, and Compliance), Integrations, and Performance Analytics.
- Designing and implementing workflows and automation within ServiceNow to streamline ITSM and ITOM processes.
- ServiceNow platform, database structure, and core functionalities.
- Worked on ServiceNow ITSM modules such as Incident, Problem, Change, Service Catalogue, Knowledge Management and Request Management.
- Write, debug, and maintain scripts in ServiceNow Client Scripts, Business Rules, Script Includes, UI Policies, etc.,
- Access Control Lists (ACLs) and Service Level Agreements (SLAs).
- Worked on reports and dashboards within ServiceNow.
- Working on ServiceNow's Performance Analytics to develop reporting and analytics solutions.
- Import and manipulation using tools like Import Sets and Transform Maps.
- Experienced in ServiceNow standard practices and coding standards to ensure efficient and maintainable code.
- Worked on ServiceNow ITOM applications like., CMDB, Discovery, Service Mapping, and Event Management,
- Configuring and customizing these ITOM modules to align with specific operational requirements.
- Experienced in GRC and GRC Plugins.
- Integrating ServiceNow with external systems using REST, SOAP, and other web services.
- Working on Flow Designers to creating integrations and automated processes.
- Understanding the Software Development Lifecycle (SDLC).

EDUCATION:

- **2022:** Bachelor Of Technology (B.Tech) - CSE – 7.6 CGPA
- **2018:** Intermediate (MPC) – 93%
- **2016:** Secondary School Certificate (SSC) – 98%

WORK EXPERIENCE:

📍 Organization#2

Working as ServiceNow Developer with KPMG, From Jul 2023 to Present.

📁 **Organization#1**

Worked as a Development Engineer with CalSoft Private Limited, From Nov 2021 to Jun 2023.

Project : 02
Client : Omnicom
Role : ServiceNow Developer

Responsibilities:

- Created manual factors and added them to group factors and performed Risk assessments for entity and control mapped to that entity and based on the responses calculated overall computed score for risk.
- Created a schedule job to trigger notifications on a Daily, Weekly, and Monthly basis.
- Implementing, configuring, and administrating GRC plugins.
- Worked on client scripts, business rules, UI actions, notifications, script includes, and transform maps.
- Involved in gathering the requirements, documenting the requirements, and getting those signed off by the client and parallelly working on implementing the solution technically.
- Following the Agile methodology by calling with the scrum master as well as with team members for the new enhancements in the project.
- Working on the Custom modules like SCM, MDM, Finance, ITSM major modules like incident, change, request, and tasks.
- Customizing the processes as per the business requirements.
- Provided consultation to the client for complex business problems faced by the client.
- Revamped the Service Portal and made the portal more user-friendly. Working independently on the Service Portal area for developing widgets. Customized the portal based on all custom departments.
- Worked on ServiceNow notifications, inbound actions, and notification scripts in this project.
- Also working on HR Modules like developing the record producers, catalog items, and order guides and creating the workflows as per the client's requirement in different scopes.
- Got exposure in all aspects like supporting, Quality assurance, consulting, and managing the team.
- Created multiple templates for the HR support team using Document Builder a custom module in the project.
- Working on a service portal named 'connect' which is used by the employees and management.
- Creation of roles and groups.
- Creation of the CIs using import sets and transform maps.
- Working on Knowledge management, change management, and HR module.

Project : 01
Role : Application Developer
Client : Dell EMC

Responsibilities:

- Understanding the business requirements and converting them into functional solutions within ServiceNow using the mentioned ServiceNow skillset.
- Worked on Client scripting and server scripting.
- Took ownership of tasks which are assigned by multiple clients and provided solutions to them within a stipulated time.
- Worked on service catalog, and workflows to automate the request management.
- Worked asset management, loading the data to the CMDB, creating identifications rules, and reconciliation rules.
- Configuring and handling ServiceNow Discovery and Service Mapping.
- ServiceNow Cloud Management for handling public, private, and hybrid cloud resources.
- Collecting the records for analyzing data.
- Tracking, Aggregating, and visualizing the records using Performance Analytics.
- Customized ServiceNow applications as per requirement.
- Developing and configuring Business Rules, Script Includes, UI Policies, and Catalog Client Scripts.
- Worked on policy and compliance management and worked on an integrated risk management module.
- Worked on entities, Risks, and Controls.
- Strong skill set in the ServiceNow suite development including SOAP/REST integration.
- Integrated ServiceNow with 3rd party tools and implantation of SOAP and REST API.
- Created workflow to achieve business requirements. Created ACLs & roles to maintain access to UI.
- Configured Notifications, SLA.
- Installing the MID Server and supporting the teams when any error occurs.
- Worked on discovery and MID Servers.
- Testing every component of UI & business logic to find issues & fix them.
- Moving code from the lower environment to the higher environment using Update Set.
- Created several pages and widgets. Widgets were created on role bases like manager, and employee.
- Used several angular directives while building widgets.
- Created HTML, client-side, and server-side scripting in widgets and also used CSS.
- Design and maintain a Service Portal for user access to Knowledge Base and Service Catalog.
- Played part in end user self-service portal management.

- **Chandra Mouli Kante**