

HARSHITHA SR

SERVICENOW DEVELOPER

CONTACT



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Chennai, India

SKILLS

- Tool : ServiceNow
- Service Management
- Problem Solving
- Strong Work Ethic
- Time Management
- Troubleshooting
- Strong Communication

EDUCATION

Secondary Education

Evaans Matric.Hr.Sec.School

2015-2016

B.Sc Computer Science

Vels University

2016-2019

LANGUAGES

English



Tamil



Telugu



PROFILE

I am a qualified and professional System Engineer with four years of experience in Infosys and 3.2 years of experience in ServiceNow HRSD. Strong creative and analytical skills. CIS-HR and CSA Certified Sevicenow Developer currently working in projects that requires to Develop, Test and Defect fixing in ServiceNow HRSD.

WORK EXPERIENCE

System Engineer

Infosys

2019-present

- Develop and Implement Solutions for Customers Predominantly on the HRSD module.
- Worked on Customization of List Layout, Form Layout.
- Worked on Creating HR Profiles, User, Groups and adding roles to Group.
- Worked on Creating Dictionary Entries, Modification on fields in a table such as adding new choice value, making field writable, mandatory, read only.
- Worked on creating HR Services, Record producers, HR Template, Notifications for HR Case
- Also Worked on creating Assignment rules, Matching Rules , HR criteria, Variables, Catalog UI Policies, Catalog UI Action, Quick Messages, Response Templates for HR Cases
- Testing and writing the Test cases of Service Portal and Core HR with ServiceNow
- Created Email Notifications for the case and task and created Email Templates, email scripts for email notifications
- Worked on fixing defects in HRSD
- Worked on Creating Surveys.
- Created translations for the corresponding fields
- Worked on creating UI button

- Created UI Policy and UI Action .
- Created Fix Scripts to fix Production Issues.
- Created Database Views and Reports.
- Worked on ACLs and COE ACLs.
- Worked on fixing defects on the back for HR agent.
- Worked on Modifications of widgets in the portal.
- Worked on Lifecycle event Activity Sets, Activities, Journey Designer
- Serving Change Owner, experienced in moving Changes to production environments using update sets.
- Experienced In Managed Documents, generating PDF and Document Templates.
- Started to worked in ITSM for Incident, Problem and Change form.
- Worked on Customized fields in Incident, Problem and Catalog Form.
- Took part in SanDiego Upgrade.

CERTIFICATIONS

- CIS - Human Resource
- CSA

DECLARATION

I hereby declare the above information are true to the best of my knowledge