JAYA GANESH S

ServiceNow Developer / Analyst

Personal Details

❖ **Name:** Jaya Ganesh S.

❖ **DOB:** 09/01/2001.

❖ **Gender:** Male.

❖ **Experience:** **1.8 Years** of total experience.

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Professional Summary

▪ **Experienced ServiceNow developer/Analyst, working on SaaS technology projects;** degrees in Information Technology; And Certified both in ServiceNow Administration and Implementation as well.

▪ **Excellent communicator,** leverage technical to communicate effectively with client and their respective teams.

▪ Experience in development using **ServiceNow ITOM Discovery, Event Management, Predictive Intelligence.**

▪ Highly accomplished and focused consultant with broad experience in providing solutions over ServiceNow Architecture and familiar with Other ITSM/ITOM applications.

Areas of Expertise

- ServiceNow End-to-End Implementation.
- ServiceNow Report and Dashboard implementation.
- Team Leadership and Communications

- ServiceNow Integrations (Service Graph connector – SolarWinds, Dynatrace).
- ServiceNow CMDB health and IRE configuration.
- Client/Customer facing skills.

- ServiceNow ITOM – Discovery End to End Implementation.
- ServiceNow Incident, Change, Problem management
- PowerPoint presentation.

- ServiceNow ITOM – Event Management End to End Implementation.
- ServiceNow ACL configuration.
- Excel validation.

- ServiceNow Flow Designer for email and incident automation.
- ServiceNow Updateset and Import set
- Word Documentation.

Education

St.Joseph College of Engineering, Anna University, Chennai, Tamil Nadu (India)
B.Tech. (Bachelor of Technology in Information Technology), June 2022
CGPA – 8.3/10

Professional Experience

➢ **[Cube Simple], July 2022-Present**

Role: Analyst - ServiceNow
Work experience:
  ServiceNow:
  - **ITOM** – Discovery || Event Management || Predictive Intelligence || Integration-Hub || IRE || Data source Precedence || Service Graph Connector
  - **ITSM** – Incident Management || Change || Problem || Business Rule || Java script || Flow Designer || ACL || Import Sets || Transform Map || CMDB

➢ **[Siash# Info Solutions], Jan 2022-May 2022**

Role: Intern in Python development
Work experience: Python || My SQL || Microsoft Word || Microsoft PowerPoint

Representative Big Projects

- **Implementing ServiceNow Discovery for Voya Finance organization:**
1. **ServiceNow Discovery Implementation:**
Orchestrated the implementation of ServiceNow Discovery for 30 CI classes, spanning Instance and Databases, Network and Security Devices, Storage Devices, Application Servers, and Web Servers.
Configured MID server credentials, Basic Auth, SSH, and SNMP settings based on client requirements.
2. **Customized Discovery Patterns:**
Tailored discovery patterns to extract essential information such as Version, TCP port, and other client-specified fields, enhancing data relevance and accuracy.
3. **Business Rules and Data Population:**
Engineered business rules to populate Environment, Company, Company response, and Support group details for CI's, aligning with client specifications and improving data context.
4. **Duplicate Issue Resolution:**
Established robust identifier mechanisms to address and resolve duplicate CI issues, ensuring data integrity and reliability.
5. **Data Precedence Implementation:**
Implemented Data Precedence rules to prevent unwanted updates and insertions of CIs from alternative discovery sources, maintaining a controlled and accurate CI dataset.
6. **Integration with Monitoring Tools:**
Integrated SolarWinds and Dynatrace seamlessly using Service Graph connectors to evaluate and compare data quality from different discovery sources.
7. **Validation and Client Sign-off:**
Executed comprehensive CI validations post-development, securing client sign-off before transitioning to production, ensuring a smooth and error-free deployment.
- **Implementing ServiceNow Event Management for Equinix :**
1. **3rd Party Integration:**
Integrated various third-party tools like Zabbix, Dynatrace, and Kafka with ServiceNow, streamlining data flow and enhancing overall system functionality.
2. **Event Handling and Alert Configuration:**
Configured robust "Event Rules" to generate alerts from incoming events, facilitating efficient tracking and remediation processes.
3. **Event Field Mapping:**

Implemented "Event Field Mapping" to seamlessly translate and map values from specific fields to others, ensuring accurate and relevant data representation.

4. Alert Management Rules:

Established "Alert Management Rules" to prioritize alerts, designating primary and secondary alerts. Configured sub flows to automate Incident creation for primary alerts, enhancing incident response. Using Flow designer to generate incident and if the incident is not solved within specific period, automatically trigger mail to the respected Assignment group.

5. Alert Correlation rule:

Configured sophisticated "Alert Correlation Rules" to intelligently group related alerts, reducing noise and providing a consolidated view for efficient incident management.

6. Predictive Intelligence Configuration:

Utilized "Predictive Intelligence" to analyze and auto-resolve incidents recorded in the incident table, leveraging automation for efficient incident resolution.

- **Implementing ServiceNow CMDB / Discovery configuration for Dell:**

1. IRE Rules Implementation:

Spearheaded the implementation of IRE rules for over 10 tables, mitigating duplicate data challenges and optimizing data accuracy.

2. Reconciliation Rule Configuration:

Configured Reconciliation rules to prioritize discovery sources, streamlining the identification and resolution of duplicate entries.

3. Data Quality Enhancement:

Engineered Correctness, Orphan, and Completeness rules for 10+ tables, aligning values with client requirements to enhance data quality and completeness.

4. Data Precedence Management:

Developed and implemented Data Precedence rules, strategically preventing the insertion of CIs from specific discovery sources for various CI classes, ensuring data integrity.

5. MID Server Docker Configuration:

Orchestrated the configuration of MID Server on Docker, showcasing a demo to customers, demonstrating the flexibility and efficiency of the setup.

6. MID Server Cluster Configuration:

Configured a robust Midserver cluster, tailoring its behavior to meet customer specifications, enhancing the overall performance and reliability of the system.

Technical Skills

- *ServiceNow Implementation,* **ITOM** – Discovery || Event Management || CMDB || Predictive Intelligence || IRE || Data Source Precedence.
- *ServiceNow Implementation,* **ITSM** - Incident management || Change management || Problem management || Import Sets || Update Sets || Integration Hub ETL || Flow Designer || ACL || Business rule || Background Script || Transform Map || UI Policy || Data Policy || UI Action.
- *3rd Party Integrations with ServiceNow*, **Service Graph connector** – Dynatrace || SolarWinds
- **ServiceNow Scripts** - ServiceNow JavaScript || Business Rules || Background Script || Client Script.
- **Other Programming languages** – C Language || C++ Language || Python || MSSQL

Certifications

ServiceNow Certifications:
- Certified System Administrator (CSA)
- Predictive Intelligence (Micro).
- Integration Hub (Micro).
- Flow Designer (Micro).

Other Programming Languages certifications:
- C language.
- More on Microsoft office.
- Python.

Achievements

- ❖ Award winning for successfully completing Discovery project as "Star Performer".
- ❖ Completed CSA certification and was rewarded for "quick learner".
- ❖ Honored for solving complex scripts and developing patterns from scratch in Discovery project.
- ❖ Able to multitask on 2 projects at the same time "CMDB" and "Event management".
- ❖ Appreciation for perfect development documents from the customer side.
- ❖ Improved my designation by enhancing quality works.