



Lakshmi Kalatippi

Software Engineer

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Mobile: (+91) 9916403492

Work Experience

2 Years

Capgemini India Private Limited, Mumbai.

Duration : January 2017 to present (2 Years).

Designation: Senior Software Engineer

Objective

Seeking a challenging solution development position, with good emphasis on ITIL processes, Cloud Services and Java where I can utilize my skills to the best of my abilities, in order to meet organizational goals with continuous learning and updated knowledge.

Profile Summary

I am working with **Capgemini India Private Limited, Mumbai** as a ServiceNow Developer/administrator with an experience of 2 years in ServiceNow and ITIL processes.

- ♦ Trained and working on ServiceNow.
- ♦ Worked on modules like incident, problem, Change, Service catalog, Data Sources, Transform maps, Email notification, Update sets, Reporting, Workflows, Client scripting, business rule, Script include, Scheduled job.
- ♦ Possess good Communication, lot of patience and strong believer in team work.

Education Profile

- ♦ Possess good Communication, lot of patience and strong believer in team work.
- ♦ Bachelor of Engineering (CSE), June 2016, Government College Of Engineering, VTU University with 74.13%
- ♦ H.S.C. (12th), March 2012, Karnataka Board with 90.6%.
- ♦ S.S.C. (10th), March 2010, Karnataka Board with 93.36%.

Skill Set

- ♦ **Languages:** Java, JavaScript, CSS, HTML, Python, Basic Angular js
- ♦ **Databases:** MySQL, Oracle 10g
- ♦ **Version Control Systems:** GIT
- ♦ **Operating Systems:** Linux, Windows.
- ♦ **Tools:** ServiceNow, Amazon Web Services.

Certifications and Trainings

- ✦ Completed Amazon Partner Network Business Professional
- ✦ Completed Amazon Partner Network Technical Professional
- ✦ Completed Java Certification from Jspiders, Bangalore.

Projects

1. Project Title: ServiceNow Implementations

Role : ServiceNow Developer

Brief description of the project: Configuration/Customization of the ServiceNow and providing complete implementation for a client.

Responsible for:

- Experience on Configuration and development of the Service-now platform.
- Worked on configuration and end-to-end Implementation of various ITSM modules in Service Now like Incident, Change, Knowledge.
- Working experience on Client side and Server side scripting.
- Configuring SLA's, Business Rules, Script Includes, UI Policies, UI Action, Client Scripts, Mail Scripts and CMDB etc.
- Configuring and managing SLA's, SLA Definitions and related SLA Schedules.
- Good exposure on creating Notifications using Email Templates, Mail Scripts and Notification scripts.
- Experience on Configuring Dictionary Entries, Custom tables, ACL and Roles.
- Experience on creating Inbound Actions, Access Control List and Roles, Templates, and Event Management.
- Experience on Creating and managing ServiceNow administer reports, reporting.
- Experience on Configuring Transform maps, Transform scripts, Import sets and Data Source.
- Good Experience of Clients Handling, requirement gathering and analysis. Also performing testing of various modules, instance upgrade testing and fixing.
- Experience on all operations related to Update Sets and XML.

2. Project Title: ServiceNow Implementations

Role : ServiceNow Developer

Brief description of the project: Configuration/Customization of the ServiceNow and providing complete implementation for a client.

Responsible for:

- Working on K18 solution like Auto Deployment of Update Set and Flynn Restaurant services.
- Implementation and enhancement of Service Catalog, Service Request processes, Order Guide, Record Producer and Workflows.
- Good exposure on Designing of workflows for Service Catalog.
- Understanding of HTML, CSS, jQuery, AngularJS and Java Scripting to implement business logic in ServiceNow.
- Configuration/Customization of the Service Now system, including creating workflows, Build service requests from requirements including requests, request items and tasks using workflows.
- Experience on ACL and Roles, Templates, Event Management.

- Good Exposure on designing and managing Service Portal (Portal pages, Widgets).
- Configuration/Customization of the Service Now system, including Application Menu's, Modules, Domain Separation and all operations related to Update sets and XML.
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Personal Information

Date of Birth : May 31st, 1994
Language Known : English, Hindi, Kannada.
Strengths : Quick Learner, Dedicated and focused.
Contact Details : +919916403492
Email : lakshmikcs31@gmail.com
Current Address : House No 12, Milind Society, Sector 2
Airoli, Mumbai.
Permanent Address: At.Post. Kallatti Street, Terdal, Tal-Jamkhandi, Dist- Bagalkot, Karnataka

Declaration:

I hereby declare that all the above information provided is true to the best of my Knowledge.

Place: Mumbai.

(Signature)

आयकर विभाग

INCOME TAX DEPARTMENT

LAKSHMI S KALATIPPI

SADASHIV KALATIPPI

31/05/1994

Permanent Account Number

ETKPK9076D


Signature



भारत सरकार

GOVT. OF INDIA

