**Shweta S Hegde 9483759416**

### SUMMARY:

* Worked on DevOps tools like GIT and Jenkins, and trained on Amazon Web Services, Python, and PowerShell.
* Worked on ServiceNow different modules Incident, Problem, Change, Knowledge Management, and Service Catalog.
* Experience in configuring SLA, Client Scripts, UI Policy, Workflows, Email notifications, Script Include, UI pages, reports, scheduled jobs, data sources, access controls, import sets and migration of update sets between different environments of Service-Now.
* Very good understanding of Service now best practices and Dos and Don’ts.
* Possess strong team player role with customer focus and thrive on problem solving and achieving results also self-motivated, capable of managing projects from requirement gathering to final implementation with minimal guidance.

### EDUCATION QUALIFICATIONS

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| Bachelor Of Engineering in Computer Science – VTU University. |

### TECHNICAL EXPERIENCE:

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| **LANGUAGES:** | JAVA, Python. |
| **DESIGN** | HTML,CSS |
| **RDBMS**: | Oracle 11g |
| OPERATING SYSTEM: | Windows, Linux |
| **TOOLS:** | Eclipse, Git , Jenkins |
| **JAVA TECHNOLOGIES** | JDBC, Servlet, JavaScript, Angular JS |
| **CLOUD FRAMEWORK/SERVICES** | AWS Services, Service Now |
| **COMMUNICATION TECHNOLOGY** | Skype |

### PROFESSIONAL EXPERIENCE: MAJOR ASSIGNMENTS:

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| --- | --- |
| February 2017– June 2017 | |
| **Project:** | Cloud \_COE |
| **Client** | NA |
| **Environment:** | AWS, DevOps(GIT & Jenkins) |
| **Role:** | Developer |
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**Brief description of the project:**

Capgemini Internal Solutions which involves exploring of Cloud Technology and Services.

**Responsible for:**

* Performed basic tasks using workflows in VRO such as displaying VM details, checking whether requested VM is in the VCenter.
* Worked on Installation of Git Bash and Uploaded local repository changes from Git Bash to Git Hub server.
* Performed Continuous Integration with Jenkin like Jenkins setup and writing jobs and managing plugins.
* Worked on AWS services like EC2, S3 etc.

### PROFESSIONAL EXPERIENCE: MAJOR ASSIGNMENTS:

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| --- | --- |
| August 2017– March 2018 | |
| **Project:** | **A&W** |
| **Client** | A&W Food Services Canada Inc. |
| **Environment:** | Service Now |
| **Role:** | Developer |

**Brief description of the project:**

Service Now tool is used to support the IT related queries by using different implemented modules like Incident, Problem, Change and Knowledge Management. Business wanted to

have a platform where users can report the issue/query/things needed as per their need. This implementation helps business to fix the accountability and capture the data for different purposes.

**Implemented Modules:**

·         Incident Management

·         Change Management

·         Knowledge Management

·         Problem Management

·         User & Group Management

·         Service Catalog

**Responsible for:**

* Worked on MSP instance(Domain separated instance)
* Configuring the objects to build above processes in Service Now.
* Developed Business rule, Client Script, SLA, UI Action and UI Policy etc. as per

Business requirement.

* Enhancing the Service-Now functionality by customized JavaScript code.
* Configured reports and scheduled jobs as per the business requirement.
* Created Catalog items and catalog workflows.
* Fix the issues raised by the customer in the existing processes.
* Attended Client & Project meetings.
* Prepared project related documents like test case and user guide.