|  |
| --- |
| Lakshmi Kalatippi Software Engineer |
| Email: lakshmikcs31@gmail.com Mobile: (+91) 9916403492 |

* + - 1. **Work Experience 2 Years**

**Capgemini India Private Limited, Mumbai.**

Duration : January 2017 to present (2 Years).

Designation: Senior Software Engineer

* + - 1. **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.

* + - 1. **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, HR Cases, 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.
  + - 1. **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%.
  + - 1. **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.
  + - 1. **Certifications and Trainings**
* Completed Amazon Partner Network Business Professional
* Completed Amazon Partner Network Technical Professional
* Completed Java Certification from Jspiders, Bangalore.
  + - 1. **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 Handing, 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.

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:**

* 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.
  + - 1. **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

* + - 1. **Declaration:**

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

**Place: Mumbai. (Signature)**