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**Ujwala**

**ServiceNow Admin/Developer**

# PROFESSIONALSUMMARY

* Around 7 Years of experience in ServiceNow involved in providing **ITIL** and **IT ServiceManagement** Solutions in IT Infrastructure with expertise in the **ITSM Suite** (ServiceNow), **Certified System Administrator**, Extensive experience in ServiceNow development and Implementation.
* Highly accomplished and focused Technical consultant with broad experience in providing solutions over ServiceNow Architecture and familiar with Other ITSM applications.
* Supported the IT team responsible for the implementation and administration of the ServiceNow implementation, including managing system configurations, gathered and documented user and process requirements, developed workflow customizations
* Experience in ITSM Development as a ServiceNow Consultant in all aspects of Client engagement lifecycles including Requirement gathering, Effort scoping, SDLC, Developing, Product implementation, Production support and System upgrades.
* Experience with **GRC(Governance, Risk, Compliance)** process such as Documentation, policy creation, monitoring and verification, Reporting
* Implemented **Vendor Risk Management** process providing enhancements requested internally.
* Experience in**creating the Service watch along with discovery CI**
* Strong skill set in the Service Now suite development including **SOAP/REST integration, Web services, Discovery, Workflow & SSO (Single sign-on)**
* Extensive experience in integration of ServiceNow with various external Web Services such as Email Integration, LDAP integration, Altiris, UltiPro, K2.
* Experience on implementing end-to-end Service Catalog, Incident Management, HR Application, Asset Management, Change Management, Service Portal etc.,
* Experience on various IT Services of Service Now tool like **Incident, Problem, Change, and Service Catalog requests, Service Portals, Report, Gauges and Web Service Integration**a long with **MID Server**.
* Developed solutions using JavaScript, Web Services, SOAP and other web technologies to integrate ServiceNow with internal/ external systems and tools.
* Developed and configured Business Rules, Script Includes, UI Policies, UI Actions, Catalog Client Scripts and Client Scripts, Importing Data, Dashboards, Reports etc.,
* Worked with Orchestration which enables an IT organization to automate complex tasks on remote computers reliably and quickly, with best practices every time with Active Directory application
* Worked on **SOAP API** on **HR** application called Ultimate Software and organized the data received from Cognos reports.
* Used **ACL's** for controlling the security mechanism in ServiceNow.
* Expertise on using **DISCOVERY** to load configuration information to **CMDB**
* Expertise in providing customer support for development, testing and debugging.
* Attention to detail and complex problem-solving abilities from operational and technical perspective.
* Created & maintaining Requirement Traceability Matrix to track the development and QA process.
* Closely involved with the Business Analysts, Managers, Developers, Testers and End Users, QA team & assisted them to develop quality Test cases by referring the Use cases.

# Technical Skills:

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| **Web Technologies** | ServiceNow, BMC REMEDY, Java Script, PowerPoint VBA, VB  Script, HTML, Angular, Visual Studio, SharePoint, etc., |
| **Database Tools** | MS Access, MY SQL, Glide API’s |
| **Software Methodologies** | Agile, SDLC, Waterfall, Scrum |
| **ServiceNow Modules** | ITSM, ITOM, Asset Management, Service Portal, Web Services, CMDB, HR, Service Catalog, ATF, Agent Workspace, Service Now native mobile, etc., |

# WORK EXPERIENCE

**ServiceNow Developer/Admin**

10/2018 to Till Date

DXC Technologies – Kansas City, MO

* Manage and coordinate activities during the overall ticket life cycle in **ITSM**, **Service Catalogrequests**, **workflows**, **custom Application development**, **widgets** etc.,
* Perform day to day administration of ServiceNow Instances, working as production support, monitoring the records, user and group administration, managing data, support groups, assignment rules, CI data, SLA etc.,
* Configuration of service portals/configuration and **support of GRC** and **Security Operations-related processes**
* Consult auditors and Information Security leaders on all GRC tasks.
* Worked on GRC application (Governance, risk and compliance).
* Collaborate with the GRC team on the development of the GRC solution.Implementing, configuring, onboarding, and administrating GRC plugins
* Worked with vendor risk managers(stakeholders) to implement the vendor risk management to support the company’s existing process
* Transferred the company’s existing process to Servicenow using VRM Application
* Worked on installation and activation of vendor risk management.
* Gathering requirements and converting FRD’s into technical requirements. Created design patterns & Implementation plans for ServiceNow enhancements.
* Designing the workflows, building the **catalog items, tracking the assets, managing the life cycle of assets, Data migration of CI’s** etc.
* Enhanced the end user Service Portal view with **Categories, Catalog Items, HR Cases, Order guides, approval notifications, cart etc.,**
* Built a custom application that can receive logs from any domain via email or API then determines to create task-based records or not, followed by approval process driven by workflow.
* Experience with **Web Services Integrations** and with web services via API’s on **Active Directory, LDAP, K2 Process Automation application.**
* Worked on Project Portfolio Management creating projects with various stage such as initiation, planning, development, testing and launch with project tasks, enhancements, defects etc., on various user customizations.
* Worked on **DISCOVERY** and set up **mid servers** and check for the connectivity.
* Worked with windows team, network team and Asset team in order to check for the data collected through discovery is accurate.
* Involved in upgrading version of ServiceNow from **London to Madrid** and I was responsible to do regression testing for Service Catalog and other modules. Modified Service Portal as per latest version and customization of widgets.
* Worked on latest upgrade of ServiceNow **ATF** (**Automated Test Frameworks**) to run test suites.
* Participated in the full software development life cycle: Analysis, Design, Coding, Testing, Training, and Operational Support.
* Utilized Java Scripting to deliver solutions that automate and audit business processes using **UI Policy, Client Script, UI Action and Business Rules**.
* Using update sets and following the Release process to develop and deploy the code in development to production environments as per proper approval from functional leads and change process.
* Configured many complex forms and tables with client scripts, UI Policies, Script Includes, Business Rules across the application as per the requirement, configuring Email, inbound and outbound email actions and developing mail scripts on need basis.
* Built client specific service requests from customer requirements including requests, request items and tasks using workflows to manage data flows from the customer to the support teams providing the service.
* Adjusted Service Now import sets and transform maps accordingly to ensure data entering Service Now tables matched the company outlined requirements.
* Responsible for scheduled reports, dashboards, performance analytics, to track the data and trigger breached records notifications.
* Implemented and customized the Agent Workspace where it helps the organizations agents to efficiently manage multiple cases, accounts, customers and consumers at one place efficiently.
* Performs the configuration changes, deployment and data migration activities on ServiceNow application.
* Designed and implemented **SLA - Service Level Agreement** and the required workflow with Email notifications, dashboard etc.,
* Created hundreds of catalog items to incorporate on the portal, designed workflow for Service Catalog with the approval, rejection and notifications etc. based on the flag of catalog item values.
* Involved in working with process owners to develop workflow, implement the workflows in Service Applications and administer the tools and enhanced requests by java script.
* Designed widgets to redirect from User Form to display the content and checklists as interactive and generated pdf with the selected data.
* Performing quality assurance testing and user acceptance testing.
* Build advanced reporting which showcase the metrics of Service Desk team into volume, type of requests, individual workloads, which really helped in aligning the services and improvement of Service Desk operations.
* Involved in the complete end to end cycle of coding, testing, debugging, maintaining and refining the computer software in Service Now to produce the required product in an Agile development environment**.**
* Extensively worked on the Implementation, Configuration and maintenance of **Business Rules, Client Scripts and UI Policies**
* Responsible for creating user test cases to support Upgrade activities and releases.
* Troubleshooting the requested items, email notifications, workflows if it stuck anywhere for approvers.
* Performed quality deployment plans involved with story analysis, design document, development document, unit test cases, QA handover, and followed best practices for code deployment.

**ServiceNow Developer/Admin**

08/2017 to 10/2018

BCBSRaleigh, NC

* Involved in the complete end to endcycle of coding, testing, debugging, maintaining and refining the computer software in Service Now to produce the required product in an Agile development environment
* Involved in providing the design solution, technical methodologies and processes solution to meet the customer requirements.
* Manage and coordinate activities during the overall ticket life cycle in Incident and Problem Management.
* Use business analysis skills to directly interface with customers to design and build applications that meet business goals and objectives.
* Developed new user interface for Help Desk Team.
* Involved in working with process owners to develop workflow, implement the workflows in Service Applications and administer the tools and enhanced requests by java script
* Submitted the documentation and trained the **GRC**users on **ServiceNow GRC**Application.
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* Created a customized role with all the required access to the entire application for the admin of **GRC**.
* Performing quality assurance testing and user acceptance testing.
* Developed HR service catalog for employees with pre-defined services, benefits, Claims, HR complaints, change of reporting manager and another employee relationship item.
* Developed the workflows for the service request like whenever HR service request get submitted cases will be automatically assigned to HR specialist.
* I was a part of end to end implementation of HR case management which really help the customer to streamline the HR Service delivery.
* Build advanced reporting which showcase the metrics of HR team into volume, type of requests, individual workloads, which really helped in aligning the services and improvement of HR operations.
* Built end to end employee on boarding and off boarding workflows which involves automated task assigned to reporting manager, asset mgmt. teams and other admin teams in the organization.
* Created the process to audit, track, and real time reporting for the senior HR managers or CEO’s to gauge the HR management performance
* Created reports, workflows, data imports for Incident, Problem, Service Request, and Change ServiceNow modules
* Created and Maintained foundation data - User Accounts, Approvers, Support Groups, Sites, Production Categorizations, and Templates
* Involved in the complete end to end cycle of coding, testing, debugging, maintaining and refining the computer software in Service Now to produce the required product in an Agile development environment
* Utilized Java Scripting to deliver solutions that automate and audit business processes using UI Policy, Client Script, UI Action and Business Rules.
* Coordinated project with Project Management Office (PMO) and communicated with Process owners, Stakeholders.
* Coordinated the training sessions to the users for the release management.
* Involved in training the users regarding the incident, problem and change in the webinar.
* Coordinated training sessions for Self-Service users from HR department and process users.
* Executed Quality Assurance plans from the development of test plans, test cases and documented them in the ServiceNow SDLC module.
* Responsible for maintaining and growing data held within ServiceNow such as our users, locations, configuration items, service catalog items.
* Application UI Configuration
* Development of requirement integration components (SSO, LDAP, SOAP)
* Converted the Service Catalog into a fully functional website using Content Management module.
* Design and Configuration of workflows
* Configuration of Email Notification to alert users on ServiceNow activities.

**ServiceNow Developer**

10/2013 to 04/2017

Techbion Software Systems, Bangalore, India

* Involved in gathering the requirements from the Business Team and creation of technical, functional specification documents.
* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in Service-Now.
* Worked on loading the data into Service-Now using import sets.
* Created theme page and landing pages and pull data from various services side using angular JS
* Created widgets using custom tables as per clients requirements
* Created and developed services pages and wrote lines of code using HTML,CSS.
* Implemented live chat and integrated with bold chart.
* Developed headers and footers accordingly to make it using friendly for end users
* Extensively worked on the Implementation, Configuration and maintenance of Business Rules, Client Scripts and UI Policies
* Integration of ServiceNow with Oracle SOA Web Services, Dynatrace.
* Involved in creating and configuring the SLAs as per the requirement.
* Designed User Interface for Catalog Design and worked Catalog Designer.
* Imported data from various data sources (FILE, JDBC) using import sets and transform maps.
* Communicated with external web services using SOAP Messages and REST.
* Involved in LDAP integration with ServiceNow for obtaining users and groups.
* Imported Configuration Items (CI) from third party applications using import set tables.
* Involved in migration between various Service-Now instances using Update Sets.
* Loaded assets into SNOW from third party system using Web Services and Import Sets.
* Involved in customizing the forms for the Incident, Change and Problem Management ITIL processes.
* Excellent knowledge on code migration between various Service-Now environments using Update Sets
* Involved in redesigning the workflows using ServiceNow workflow editor
* Involved in reconciliation of complicated workflows to simpler form.
* Configured multiple Catalog Items Front-end web/ GUI components using JavaScript, CSS3and HTML5.
* Configured multiple forms for Asset module using Configuration Management Database.
* Resolving typical Users access and roles issues by checking Active Directory and users table.
* Pulling reports and scheduling the reports as per the client requirement.
* Creating database views to pull the reports on variables, which are being used by catalog items.
* Writing Catalog client scripts and UI policies to make client-side changes.
* Creating the UI pages to use them in catalog items using the UI Scripts
* Creating Knowledge articles to document the steps in creating the catalog items.
* Working on different kinds of variables and variable sets.
* Working on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
* Responsible for the acceptance, identification, storage and withdrawal of all supported CIs.
* Responsible for ensuring that all the CIs are registered, and these records are correct and up to date.

**Java developer**

08/2012 to 10/2013

ICICI Securities, Bangalore, India

* Developed GUI using JSP, JavaScript and CSS Used MS Visio for creating business process diagrams.
* Developed Action Servlets, Action Form, Java Bean classes for implementing business logic for the Struts Framework.
* Developed Servlets and JSP based on MVC pattern using struts Action framework.
* Developed all the tiers of the J2EE application. Developed data objects to communicate with the database using JDBC in the database tier, implemented business logic using EJBs in the middle tier, developed Java Beans and helper classes to communicate with the presentation tier which consists of JSPs and Servlets.
* Developed persistence layer modules using EJB Java Persistence API (JPA) annotations and Entity manager.
* Developed Action and Form Bean classes to retrieve data and process server-side validations.
* Designed various tables required for the project in SQL server database and used Stored Procedures in the application. Used SQL Server to create, update and manipulate tables.
* Used IntelliJ as IDE and Clear Case for version control.
* Involved in impact analysis of Change requests and Bug fixes.

Environment: Java 5, Struts, PL/SQL, SQL server, EJB, IntelliJ, Clear Case, MS Visio, Apache Solar, JSP, Java Script, CSS.

# Education:

# Bachelors in Computer Science, Osmania University, Hyderabad (2012)

# Certifications:

# ServiceNow Certified System Admin