

SERVICENOW DEVELOPER

Summary

Over 6+ years of total IT experience including 3+ years of working experience in ServiceNow as Developer and Administrator *Expertise in working with different ServiceNow modules such as Incident management, Change management, Problem Management, Release Management, PPM, Integrations, and Notifications *Developed solutions to support the ITIL processes like Incident, Problem, Change, Service Catalog, Project, Knowledge, PPM, ESS, CMDB and Asset/Discovery *Good knowledge of ITIL V3 processes and Project Life Cycle *Experience working on different instances of ServiceNow from Dublin to Helsinki *Experienced in all phases of application lifecycle including Requirement analysis, Design, Development, Testing, Production Support *Experience in Waterfall, Scrum, Agile Methodologies *Expertise with web based development languages (JavaScript, HTML, CSS, AJAX, HTTP, XML) * Enhancing the existing LDAP and Single Sign-On (SSO) integration and modified business rules *Hands on experience in creating Users, roles and User Groups *Proficient in creating and working on Business Rules, Script Includes, Client Scripts, UI Policies, UI Pages, Events, Notifications and Surveys *Having Extensive knowledge on SSO, LDAP and active directory Integrations *Experience in working with the workflows using ServiceNow workflow editor *Extensive experience in integrating ServiceNow with external systems and tools using SOAP and REST services *Hands on experience using Discover to load configuration information to CMDB *Experience in creating various probes in CMDB to pull the custom data from various systems *Hands on Experience in creating scripts like Client Scripts, Catalog Client Scripts, UI scripts and UI Policies *Hands on Experience in creating and maintaining Access Control Rules for securing and providing the right access to right person/role *Experience in using Glide Scripting for creating UI Action and business rules *Have strong analytical, estimating and problem solving skills *Developed, managed and tested application code, user interface and third-party integration components using prescribed application development guidelines *Communicating with Client for new development and creating new ideas for an intuitive UI and user experience

Skills

- Programming Languages
- C, SQL, Java, XML, JavaScript, Ajax, HTML, CSS
- Methodologies
- Agile, SDLC, Waterfall
- Databases
- Oracle 10g, MySQL, Microsoft SQL Server 2005
- ITIL
- ITSM, ServiceNow, LDAP
- IDE
- Eclipse, NetBeans, TOAD
- Operating Systems
- Windows (7, XP, 2000)
- Version Control Tools
- CVS, SVN, GitHub

Experience

02/2016 to Current

ServiceNow Developer Apex Systems 1/4 Dahlgren , VA

- Communicating with end users, identifying their difficulties and changing the applications as per their requirements.
- Implemented SLAs, ACLs, Catalog Client Scripts, Catalog UI Policies as per the requirements.
- Integrated with Active Directory using LDAP for authentication and Loaded users, groups and roles into ServiceNow.
- Used Glide Record to retrieve and update data on different business conditions.
- Developed ESS functionality and implemented appropriate workflow.
- Designed Workflows, Reports, Dashboards, and Surveys.
- Creation of Workflows and Execution plans for the catalog items in ServiceNow.
- Configured SSO Integration and login process customization for ServiceNow using SAML 2.0.
- Creation of UI pages for a better visual appearance in catalog items in ServiceNow.
- Configuration of Email Notifications and Alerts to notify users about specific activities in the system such as updates to Change and Problem requests.
- Used Access Control Rules for securing and providing the right access to right person/role.
- Performed Data migration of CI Attributes for CMDB using Import sets.
- Worked extensively on external integrations using Web Services, MID Server, LDAP.
- Integrated LDAP with ServiceNow Application to enhance application security.
- Loading data from external files using Import sets.
- Writing Data Sources, Transform Maps and properly analyzing Coalesce to avoid duplicates in ServiceNow.
- Scheduled, Configured reports and developed custom charts Environment: ServiceNow, Asset Management, Incident Management, ITIL, HTML5, JavaScript, Jelly Script, Web Services, CSS, CMDB.

11/2014 to 02/2016

ServiceNow Developer Apex Systems

- Involved in interacting with customers, business, IT and identifying problem areas, gathering requirements and documenting.
- Successfully implemented Knowledge Management process with complete technical ownership in ServiceNow with complete implementations of Project Management Module.

- Created some Critical Reports, Gauges as per the Business needs.
- Maintain and enhance various modules like Incident, Change, Problem, Knowledge and Service Catalog.
- Designing the solution to implement as per the requirements given by client.
- Gathered requirements for SLA and configured in ServiceNow Development and design of Self Service Portal.
- Customization using Business Rules and Client scripts, Catalog client scripts.
- Created various UI Policies and UI actions.
- Designed Workflows and Implemented logic in ServiceNow for catalog approval/fulfillment processes.
- Customized Probes and Sensors to gather and upload data in ServiceNow for population of CMDB.
- Configured Email in ServiceNow with SMTP, POP3 protocols for Notifications of various events within ServiceNow.
- Imported Data into ServiceNow and performed Transformation using Transform maps.
- Developed and modified Business rules, UI Actions.
- Modified and developed work flows and work flow scripts.
- Worked on User Management to add, update and deactivate users in ServiceNow.
- Worked on Integrating with external applications and automated processes using ServiceNow Orchestration.
- Used Web Services to interact from ServiceNow to External application.
- Developed Knowledge Management module with separate interface and workflow for finance related knowledge articles and IT related articles Developed Release management module Environment: Html, CSS, JavaScript, Glide Script, ServiceNow, AJAX, web services.

09/2013 to 10/2014

ServiceNow Developer/ Admin Chenega Mios i¼ El Paso , CA

- Working with Process owners and Business stakeholders to translate business requirements into functional requirements within ServiceNow.
- Responsible for ServiceNow tool administration module and creation of new Users, Groups, Roles, IT Services, Application, Business Services.
- Utilizing the ServiceNow Service Catalog for users to create Service Requests and Service Items.
- Creating various workflows for Incident Management, Change Management, Service Requests and SLA's.
- Critical Incident reporting using automated SMTP outbound Email notifications.
- Used ACL's for controlling the security mechanism in ServiceNow.
- Assist in importing of configuration, user and Asset Data.
- Integration of ServiceNow with LDAP for User Management.
- Migrated Legacy data into ServiceNow using Import Sets and Transform maps.
- Defining the strategy and road map for ServiceNow Platform.
- Developed Transform maps to map values between Import Set and ServiceNow tables.
- Documenting the code and operation procedures for ServiceNow platform.
- Performing environmental promotional activities from Dev to QA to Prod.
- Creating and Managing Inbound Email actions for multiple IT departments and groups.
- Create monthly Metric reports for IT management teams and assist with scheduling data exports to application owners.
- Worked with application owners to update Workflow tasks and Approvals for automated processes Environment: JavaScript, Java, HTML, CSS, Glide Script, ServiceNow, Web Services.

01/2011 to 08/2013

Java Developer SBM Technologies i¼ San Diego

- Used Struts Framework for designing the application in MVC Architecture.
- Creates struts configuration files, validation files to integrate all the components.
- Developed Servlets and JSP for data fetching and retrieval implementation with User Interface.
- Designed Form pages (JSP) in struts as per the requirement.
- User Interface was developed using HTML, DHTML and XHTML.
- Involved in writing XHTML pages along with JavaScript to generate content in the web pages.
- JavaScript was used for the client side validations in the application.
- Presentation layer was developed using HTML, CSS and JavaScript.
- Developed Web services in Java and experienced with SOAP and WSDL.
- Design and implemented Axis based Web Services SOAP/WSDL interface between Java and Non-Java applications.
- Written various SQL queries for creating, updating, deleting and reading data from the database using JDBC.
- Implemented Stored Procedures using JDBC.
- Responsible for implementation of Validation framework in project and integrating it with present interfaces.
- Coordinating with testing team for bug priorities.
- Provided user support in all phases of SDLC till its successful implementation Environment: Java/J2ee 1.5, Struts, Hibernate, Servlets, HTML, DHTML, XHTML, AJAX, JavaScript, JQuery, RESTful Web Services, Eclipse.

Skills

Active Directory, Agile, AJAX, Asset Management, C, Catalog, Change Management, charts, content, CSS, Client, Version Control, CVS, Data migration, Databases, database, Designing, DHTML, Eclipse, Email, XML, finance, functional, HTML, HTML5, IDE, IT management, ITIL, J2ee 1.5, Java, JSP, JavaScript, JDBC, JQuery, Knowledge Management, LDAP, logic, Managing, Access, Windows, 2000, ESS, MVC, MySQL, Operating Systems, Oracle, Policies, POP3, processes, Programming, Project Management, protocols, QA, reading, reporting, requirement, scheduling, SDLC, Servlets, Scripts, Script, SLA, SMTP, SOAP, Microsoft SQL Server, SQL, strategy, Struts, Surveys, tables,

user support, TOAD, User Interface, Validation, web pages, Workflow, Written, articles, XHTML