

## SERVICENOW DEVELOPER

### Summary

Overall 7 years of Professional IT Experience and 5+ years of Experience in ServiceNow platform as both Developer and Administrator. Configured Applications using Service-Now tool used in ITIL Management. Strong understanding of ITIL V3. Deep functional and technical knowledge of the Service Now platform as well as experience delivering medium to large-scale Service Now implementations. Excellent knowledge for implementation of incident management, problem management, change management, configuration and asset management, knowledge management, release management, project and portfolio management, content management system, reports, SDLC and service catalog. Customizing and developing for the ServiceNow Platform using JavaScript, CSS, HTML and Other Web Based scripting. Excellent knowledge and working experience in various ServiceNow integrations using web services, B2B tools, MID Servers, Data Sources, LDAP Servers and import sets. Update and development of ServiceNow applications, modules business rules, email notifications, UI Pages, UI Macro, Scheduled Jobs, Script Includes, Events, forms, SLAs, reports, Access Controls, Workflow, Homepage Administration, User Administration, Update sets, Wizards, Surveys, Notifications, Field Administration and etc. Good experience in ServiceNow upgrades and migrations. Good understanding of ServiceNow and its Development Life Cycle from Calgary to Fujii. Service-Now experience in Implementation, design, development, documentation, deployment, and post- production support following Software Life-cycle using SDLC with Agile Hands on experience using Business rules, email Notifications , UI Pages, UI Macros, Scheduled Jobs, Script Includes, Events, forms, SLAs, reports, Access Controls, Workflow, Homepage Administration, User Administration, Update sets, Wizards, Surveys, Notifications, Field Administration and etc. Experience in developing solutions using JavaScript, Web Services, SOAP, AJAX and other web technologies to integrate Service-now with internal/ external systems and tools. Excellent knowledge on Work flows, Automation of approvals, change process. ServiceNow Development/Architecture Experience SaaS Experience/Cloud Development Experience Excellent experience using Service now integration using webservices, email, SSO etc. Expertise in designing and developing enterprise and web applications using Java and J2EE technologies like Core Java, JDBC, Servlets, JSP, JUnit4, Log4j, XML, JavaScript, HTML, JQuery, Ajax, HTML and CSS, XML, JavaScript. Hands on experience in multi-tier architecture, design and development using J2EE and SOA. Excellent work experience in J2EE concepts like Servlets, JSP, EJB, HTML, JavaScript using services like JDBC, JNDI, RMI. Familiar with Application Servers and web servers like WebSphere, WebLogic, JBoss, GlassFish and Apache Tomcat. Worked with version control system like GIT and GITHUB. Good exposure on J2EE design patterns such as Business Delegate, Model View Controller (MVC), Transfer Object, Value Objects, Data Access Object (DAO), Session FaÅšade, Singleton pattern, Factory method pattern, Front Controller Pattern. Strong communication skills, with the ability to convey concepts/requirements between technical and non-technical stakeholders.

### Accomplishments

- CERTIFICATIONS:

### Experience

07/2015 to Current

ServiceNow Developer Apex Systems i¼ Greenwood Village , CO

- ICURO unleashes new business models fueled by IoT and analytical insight harvested from a global network of interconnected and intelligent people and things.
- Worked as production support engineer for ServiceNow system .Involved integration and changes in ServiceNow tool.
- Working in mostly Service Catalog, CMS and Incident module customizations and enhancements.
- Responsibilities: Developed and implemented several modules in custom applications.
- Implemented Data Sources and created transformation maps to import the data into the ServiceNow from different data sources.
- Worked on Orchestration to automate the top and frequently used service requests Used SOAP and REST Web services for integrating Different Instances.
- One-click application publishing from CliQr to a customized Servicenow catalog.
- Used CliQr for creation, management, Dashboard, Approval workflows and reporting for cloud based deployment.
- Involved in Requirements gathering, Designing, Development and Implementation of CMS.
- Experience in Configuring the Cloud Management service, and monitoring and managing the services Responsible for providing analysis of problems and resolutions or fixes for the production issues related to Service Now platform within the Service Level Agreement.
- Currently working as a Technical lead at ICURO.
- Tremendous problem solving and troubleshooting skills, leadership qualities, strong analytical, organizational, multitasking, execution skills and presentation skills with ability to co-ordinate activities and interact with end users in a fast paced team environment and ensure delivery within time frame.
- Magnificent verbal and written Communication, Strong experience interacting with clients, end-users, requirement gathering, understanding requirements, analyzing solutions.
- Ability to work in tight schedules, mentor and team player with strong aptitude towards interpersonal communication with ability to work in team and independently.
- Created Schedule Jobs to run scripts, to import data by running Scheduled transform map.
- Created scripts like Client Scripts, Business rules, Script Includes, UI scripts and UI Policies Used Glide Scripting for creating UI Action and Business rules.
- Involved in development of Content Management system Used Jelly Scripting for Creating UI Pages and UI Macros Created GROUPS for set of users and used them for approval, assignment, receiving notifications.
- Worked on the latest release FUJI which is the advanced release and discovered Service-Now upgrades.
- Designed many email templates by using html, jelly scripting, and used them in notifications.
- Used Access Control Rules for securing and providing the right access to right person/role.
- Used Update Sets for moving group of customizations from one instance to another Using SCRUM methodology for the development and for defect tracking.

- Used Notifications to send communication from the system.
- Worked on Team Dashboard for moving changes from one environment to another.
- Environment: Service now, Incident management, Change Management, Problem Management, HTML, JavaScript, CMDB, CMS HTML, CSS, Java Script, Jelly, Glide.

02/2013 to 05/2015

ServiceNow Developer/Admin Horizontal i¼ New York , NY

- Coca-Cola Enterprises is the world's largest marketer, producer and distributor of Coca-Cola products with operations in 46 U.S. states.
- CCR boasts of a strong Supply chain network which helps them deliver to the right place at the right moment with the industry's most effective marketplace execution.
- The project implemented IBC standard IT Service Management process and procedures including Change Management, Incident Management, Configuration Management and Service Request Management based on ServiceNow platform.
- Responsibilities: Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
- Implemented, documented and maintained the Service-Now platform to meet specific business needs to support ITIL and business processes.
- Knowledge on Cloning Process Monitor requests and key metrics for cloud resources Created reports, workflows, data imports for Incident, Problem, Service Request, and Change Service Now modules Writing Business Rules, Client scripts, UI Policies and UI Actions to customize the instance as per Business needs.
- Involved in CreateNow to manage the entire lifecycle of an application from creation to deployment.
- Customized UI Appearance for Problem and Change Management Application, which is simple, intuitive and easy to use.
- Utilized Java Scripting in Business Rules, Client scripts, UI Policies and UI Actions to deliver solutions that automate and audit business processes to customize the instance as per Business needs.
- Used Fuji release which enhances the enterprise service model and also helps in improving the user experience 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.
- Configured Service Level Agreements to define certain levels of service from both internal and external providers Configuration of Email Notification to alert users on ServiceNow activities.
- Gathered requirements for SLA and configured in ServiceNow Customization using Business Rules and Client scripts, Catalog client scripts,.
- Created various UI Policies and UI actions.
- Worked on the integration of Service Now with Siebel, integrated Service Catalog and Incident module.
- Written script includes and invoked them in business rules and client scripts.
- Integrating Service catalog module with "Netcool" monitoring tool using Web Services and fixing the issues, which come up while the tools are getting interacted.
- Environment: JavaScript, Java, Html, CSS, Glide Script, Service Now, Web Services.

02/2012 to 01/2013

ServiceNow Developer/Admin Wells Fargo i¼ Hendersonville , NC

- Work as independent consultant for service-now partner Apritis.
- Involved in end to end implementation of ServiceNow solutions for Lincoln Financial.
- Working in mostly Service Catalog , CMS and Incident module customizations and enhancements Responsibilities: Working with client and functional requirements within Service Now.
- Facilitating rollout of new applications and modules.
- Design and implement new functionality using Business Rules, UI Policies, and Access Lists etc.
- Service Catalog and Request Workflow Design and Configuration Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
- The service we also provide to clients is a semi managed service for administering their Service desks that has been implemented.
- This includes various administration tasks within Service desk software.
- Created Buttons and context menus both on form and lists using UI actions Designed many email templates by using html, jelly scripting and used them in notifications Written script includes and invoked them in business rules & client scripts.
- Imported many CI's using import set tables Imported Active Directory to Service now using data sources.
- Created data sources and loaded the Service-Now tables with different data formats Created transform maps both automatic field mapping and scripting.
- Worked on Berlin, Calgary Versions.
- Also worked on Asset Management and loaded the data into it.
- Integrated Fire eye tool with Service-Now using Email integration i.e. inbound actions scripting.
- Worked on the integration of Service Now with Siebel, integrated Service Catalog and Incident module.
- Used JMS integration to fulfill this requirement, worked on Scheduled Jobs and Mid Server Script Includes to fulfill the requirements.
- Environment: Service Center 6.2, Service Manager 7.11, Oracle, Windows XP.ADDITIONAL INFORMATION.

07/2009 to 01/2012

Production Support Engineer Four Soft Pvt Ltd - Hyderabad

- Providing On call support for highly critical issues outside the office hours.
- Bug fixing of Service Manager and Asset Manager different versions.
- Setting up customer system on our lab systems.
- Did for Boeing and Thomson Reuter.
- Most of the work involved in exploring the code and understanding the logic in customer environment Used to interpret exceptional (boundary) cases and handled the map appropriately.
- Participated in post-incident Problem management processes to identify the root causes of issues, and then develop plans to remediate issues.
- Developed moderately sophisticated database queries to extract data from various tools, filter and transform the data (pivots, etc.) and visualize data for reports and present.
- Implemented a common styling with the help of CSS across entire application that controls color, layout, width, height, font size, images size and accomplished other graphic related features.
- Created both client and server side validations Environment: Service Center 6.2, Service Manager 7.

#### Certifications

Service-Now Certified Administrator #01006463 \*ITIL Certified

#### Skills

11, Oracle, Windows XP.ADDITIONAL INFORMATION