

MEGHANA VELUDANDI

ServiceNow Developer

Professional Summary:

- Working as ServiceNow Developer with 7+ years of experience on end-to-end implementations.
- Expertise on the ServiceNow scripting such as Client scripts, business rules, Script include, UI policies, Events, ACL's, SLA's, Schedules, Data lookups, Database views, UI Actions, Notifications, Scheduled jobs, Imports set, UI Pages.
- Deep functional and technical knowledge of ServiceNow platform as well as experience delivering medium to large-scale ServiceNow implementation.
- In-depth knowledge of the technical implementation of Customer Service Management, HRSD, ITSM modules - Incident, Problem, Change, Knowledge Management and Service Catalog
- Implemented email notifications, Inbound actions, reports, dashboards, and home pages.
- Experience on creation of Catalog Items, Record Producer and Order Guide.
- Implemented custom of Service portal widgets and Pages.
- Experience in Lansweeper, Microsoft Outlook, Active Directory Integrations, Okta Integration using Okta Spoke.
- Implemented Bidirectional integration between two ServiceNow instances using remote spoke configuration.
- Worked on Agent Workspace and Virtual Agent development.
- Experience in configuring ServiceNow Mobile App on both Android and iOS (NOW Mobile, Agent App) and Push Notifications
- Experience in Development of Performance Analytics Widgets.
- Effective collaborator with proven interpersonal communication and presentation skills
- Proficient in handling client calls in gathering requirements and delivering them as per timelines.



Work History

2024-05 -
(till date)

Senior Analyst

Deloitte, Hyderabad

- Implemented the end-to-end implementation of CSM projects from scratch which involves integrations, complex workflow.
- Implemented MVP solution for CSM which will be provided to clients as base system.
- Created Custom Application for individual clients and linked them to Azure Repo and utilized repo for moving updates from DEV / QA / PROD for custom apps.
- Developed custom portal as per the Account branding.
- Development custom Record producer to Create Case and configuration as per the requirement.
- Worked on Data source configuration for Client, Project, Work Area that can submitted through catalog item.
- Worked on data base integration to pull the users/contacts from another ServiceNow instance.
- Implemented an automated solution for onboarding new clients to CSM, which streamlines the creation of Accounts, Sold Products, and Install Base Items.



Contact

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Skills

ServiceNow

Very Good

JavaScript, HTML, CSS

Very Good

Agile

Very Good

2023-01 -
2023-04

Software Engineer

Jade Global, Hyderabad

Client: Jamf

- Implemented Virtual Agent Topics, Topics Blocks, Live Chat, Queues such as create a case, List open cases etc . as per the requirement
- Implemented Natural Language Understanding
- Created Flow Designer, Workflows, UI Policies and UI Actions and Tables.
- Created Scripted Rest API for fetching submitted catalog item details with dynamic filter conditions.
- Created flow designer, sub flow, actions as per then requirement.
- Worked on COE Configurations.
- Configured Topic Category, Topic Details, HR services for COE's.
- Configured HR Agent Workspace
- Worked on Hiding HR Agent Workspace Sections.
- Configured Workspace views & Workspace List

2022-02 -
2022-12

Software Engineer

Jade Global, Hyderabad

Client: Satellite Health

- Collaborated with internal team members to understand the business requirements.
- Configured Incident, Change and Problem Management applications.
- Understanding the business functionality and different systems like Sprint Planning, Instance Upgrade and Deployment Strategy.
- Developed Catalog items and Workflows as per the business needs.
- Configured forms, created tables, developed Business rules & UI policies, UI Actions, Client Script, Notifications, Access Control Scripts (ACL's).
- Created Reports and Dashboards for Incident, Change with respect to ESS, ITIL and System Admin
- Configured Inbound actions.
- Enhanced the Service Portal according to their requirements.
- Implemented CMDB and Asset management.
- Developed new Systems Accounts Receivable, Purchasing Request, Employee Bonus to support different departments.
- Developed Learning & Development Portal to support their L&D team.
- Implemented Lansweeper Integration with ServiceNow.
- Developed UI Pages to download the data in CSV format.
- Resolved the mid server issues during upgrade.
- Implement LDAP Integration with ServiceNow using Mid Server.
- Designed Manual Test Cases and Test Scripts.
- Performed end-to-end system testing.
- Post deployment support effectively.

**2021-10 -
2022-01**

Software Engineer

Jade Global, Hyderabad

Client: Power Integration

- Involved in requirement gathering and workshops.
- Configured Incident Management, Problem and Change Management as per their business process.
- Implemented Legal and Facilities Management by creation of Custom Tables.
- Implemented 3-level Categorization and automated the process of Creating Categories and Subcategories.
- Configured Assignment Rules and created Data Look up Rules.
- Developed Custom Workflows for Change Management.
- Configured Access Control lists (ACL's), Ui Actions, Client Scripts, UI Policies, Script Includes, SLA's, Schedules as per the business requirement.
- Developed Schedule Scripts and Remainder Emails to automate the process.
- Configured Inbound actions, email notifications.
- Developed the Onboarding and Offboarding Process.
- Worked on Views and View Base Rules.
- Implemented custom portal and made sure the business theme and the ServiceNow instance/ Customer Service Portal are in sync

**2020-03 -
2021-09**

Software Engineer

Jade Global, Hyderabad

Client: Flagship Facility Inc

- Analyzed and understood the system which is in Express version.
- Converted the execution plans in express version of Catalog items to Workflows.
- Created Notifications for incident, Request, RITMS, Approvals and custom tables according to requirements.
- Developed Business Script Includes, Catalog Client Scripts, Client Scripts, ACL's Service Level Agreement (SLA's) as per the client requirement.
- Designed and developed Approval remainder's using workflow for specific catalog items
- Design the Customer Service Portal keeping the User Experience in and easy for the customer to use.
- Created Order guide which includes 100 Catalog Items and configured Client Script, UI Policies for dynamic Selection at three levels.
- Configured Surveys for feedback of the tickets worked.
- Configured Outlook Actionable Messages which includes auto-approving. in the email itself.
- Involved in moving the update set from Developer instance to Production instance and resolving the errors if any.
- Developed the Agent and Now Mobile app for IOS and Android.
- Created push notifications for mobile.
- Implemented Virtual Agent Topics and agent workspace.
- Implemented Outlook to ServiceNow Integration.
- Developed the Performance Analytics Widgets for analyzing the historic data.
- Maintained Design Document, Functional Document and Technical Design Document.
- Created user manuals, test documents, technician referral documents.

Software Engineer

2019-03 -
2020-02

Jade Global, Hyderabad

Client: Inphi

- Analyzed business requirements.
- Configured Incident Management, Knowledge Management & Change Management applications.
- Configured forms, created Workflows, business rules & UI policies, UI Actions, Client Script, Notifications.
- Worked on Maintain Items and their functionality.
- Created Reports, and Dashboards for Incident, Change with respect to ESS, ITIL and System Admin
- Configured Access Control List (ACL).
- Configured email notifications.
- Configured Inbound Email Actions
- Designed Manual Test Cases and Test Scripts
- Configured ServiceNow add-in for Microsoft Outlook according to requirements.
- Performed end-to-end system testing.
- Created user manuals, test documents, technician referral documents

Software Engineer

2018-07 -
2019-02

Jade Global, Hyderabad

Client: RightStart Accelerator

- Worked as a developer in developing Incident Management, Change Management, Knowledge Management.
- Migration of code from one instance to another and fixing the errors while committing the update sets.
- On boarding of users, groups, company, and location.
- Custom importing of excel sheets.
- Creating reports and Custom application for back up purpose.
- Created incident replica table to capture all inserts and updates from incident table.
- Created user manuals, test documents, technician referral document



Education

2014 -
2018

B Tech: Computer Science and Engineering

Kakatiya Institute of Technology and Science (KITSW)- Warangal



Certifications

- ServiceNow Certified Implementation Specialist – ITSM, HRSD, APM
- ServiceNow Certified Application Developer
- ServiceNow Certified System Administrator