**ITSM & SERVICENOW DEVELOPER**

**PAVAN KUMAR PAALOORU**

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**OBJECTIVE**

To obtain an expert level ServiceNow Developer & Administrator position in a IT infrastructure support that will allow me to make a contribution to the field and organization.

**PROFILE SUMMARY**

* Having 3 years of IT experience in that 2.6 years hand on experience in Service Now Development, worked in different Modules of Service-now such as incident Management, problem Management, Content Management and Service Request,
* I have Extensive work experience on implementing and developing on core IT Service Management.
* Configured Applications using Service-Now tool used in ITIL Management.
* I have experience on Incident Management, Problem Management, Service Request Management, and SLA.
* I have Worked with Import and Update Sets.
* I Have Experience on Glide and Java Script.
* I have Working on creation and customization of complex Workflows and custom workflow activities.
* I have Experience working with Email Notifications, Business Rules, Client Scripts and Access Control Lists.
* I have Extensive work experience on UI Polices, UI Actions and Scripts Includes.
* Good experience in ServiceNow upgrades and migrations.
* Service-Now experience in Implementation, design, development, documentation, deployment.
* I have Performing day to day administration of the ServiceNow system, including making approved changes to process and Work flows.
* I have Knowledge on Transform Maps, Data Sources and different Transform Scripts for data loads and Management.
* I have experience on Creating update sets and moving from one instance to another instance for testing.
* I have Hands On experience On Clientside&ServersideScipting.
* Experience in developing solutions using JavaScript, Web Services.
* I have Working with Schedule jobs to manage business needs and handle background work.
* I have experience Using ACL’s for providing field level security and table level security.
* I have Experience with implementing configurable SLA Management.
* I have Created ServiceNow Reports and Dashboards.

**PROFESSIONAL EXPERIENCE**

* Working as Service Now Developer for Tech Mahindra, Bangalore from Aug 2018 to Till

**TECHNICAL SKILLS**

* Primary Skill : ServiceNow, Administration.
* Operating Systems : Windows XP/7/8/10 and 13.
* ServiceNow Applications : ITSM
* Tool : ServiceNow
* Scripting Language : JavaScript, HTML, CSS

**EDUCATIONAL QUALIFICATION**

* Completed B.com in Computers in 2016 in VIKRAMA SIMHAPURI UNIVERSITY NELLORE

**PROJECT DETAILS**

Project 1:

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| --- | --- | --- |
| **Project Name** | : | Project Force |
| **Client** | : | Global Logic India Pvt. Ltd. |
| **Duration** | : | 1Year |
| **Technology** | : | Service Now Scripting, HTML, Jelly |
| **Company** | : | TECH MAHINDRA |
| **Description** | : | Service catalog development |

.**Roles and Responsibilities:**

* Regular interaction with on shore team to resolve the issues.
* Having Good Exposure in ITSM Modules like Incident Management, Problem Management,
* Service Request Management, Service Catalog Items, and SLA.
* Creating Tables, Fields, User Records, and Group records.
* The ServiceNow Administrator is responsible for the administration, development, documentation and technical support of the ServiceNow platform.
* I have good experience with JavaScript and HTML.
* Defined Users, Groups and Roles Administration and providing accessing permissions.
* Worked on customization of complex workflows and custom workflow activities.
* Worked on creating Users, Roles, Groups and Assigning Roles to Users.
* Create and configure Business Rules, UI Policies, UI Actions, Client Scripts and ACLs.
* Personalization/Maintenance of Forms/Lists.
* Development of service catalog which includes creating new catalog items.
* Working on Incidents to resolve the issues within the SLA and raising changes and driving towards Approvals and Execution.
* Used Update Sets for moving group of customizations from one instance to another instance.
* Created Buttons and context menus both on form and lists using UI Actions.

**Personal Details:**

Father Name : P. Narasimhulu

Date of Birth. : 04-05-1996

Nationality. : Indian

Gender. : Male

Languages known : English, Telugu, Hindi.

Address :Gulimcharla Village, Sydapuram mandal, Nellore dt, AP.

**Declaration:**

I hereby declare that the above furnished details are true and best of my knowledge.

**( PAVAN KUMAR PAALOORU)**