**Lakshmi Patil Ph No : 8291521528**

### SUMMARY:

* 8+ months of experience Service-Now tool using JavaScript, jQuery, HTML, CSS.
* Good understanding of configuring Service-Now tool for various IT Service Management processes like Incident, Problem, Change, Service Request, Business processes, Scripting, and custom applications.
* Good knowledge of Business rules, Client Script, Server side script, UI pages.
* Training which includes Service-Now and JavaScript environment, web service.
* Good understanding of UI Policy, Workflows, email notifications, background scripts, Server and Client Script.
* Trained on Service now best practices, Dos and Don’ts with responsibilities.
* UI scripting using JavaScript and changes using HTML, CSS and JSP.

### EDUCATION QUALIFICATIONS

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| Bachelor of Engineering in Information Science from AIET College of Engineering. Gulbarga(Karnataka) with First Class (69.02%) |

### TECHNICAL EXPERIENCE:

|  |  |
| --- | --- |
| **LANGUAGES:** | **Java, JEE, JavaScript** |
| OPERATING SYSTEM: | **Windows** |
| **TOOLS:** | **Service-Now, Eclipse** |
| **JAVA TECHNOLOGIES** | **HTML, CSS, Java Scripts** |

### PROFESSIONAL EXPERIENCE:

### Major Assignments:

|  |  |
| --- | --- |
| (June-2017) To (Till Date) | |
| **Project:** | Implementation of Security Management Process |
| **Client** | US Based Insurance Company |
| **Environment:** | Service Now |
| **Role:** | Developer |

**Job Responsibilities:**

* Have good experience in all the modules of the Tool.
* As a key developer, involved in the requirements gathering, design of major modules with strict deadlines.
* Additionally can learn new features of Service now and take challenging task for efficient management of service now.
* Self-motivated individual and with good analytical skills.