**Suman**

**Professional Summary**

* **Overall 10.6 Years** of Professional IT Industry Experience including **6.2 Years** of experience as a ServiceNow Developer and Administrator ( including 3 years freelance services) on ServiceNow.
* Good experience on IT Service Management and IT Infrastructure Library business process.
* Experience on ITSM suite (Incident Management, Problem Management, Change Management, Service request Management, Knowledge Management, Asset Management, CMDB).
* Experience on creation of Service catalogue, catalog items, record producers and Order guides.
* Hands on experience in various Web Services Integrations using REST and SOAP
* Worked on Active Directory using LDAP integration by working with Infrastructure team to facilitate this integration.
* Experience working with Email notifications, Inbound and Outbound actions.
* Experience in creating application modules, tables, forms, links, usage of personalize form layout, dictionary, UI policies, UI actions, data policies, business rules, client scripts and workflows.
* Good experience on data management using import sets, transform maps and data sources.
* Following the coding standards and best practices during the implementation and reviewing the code for modularity and quality of code.
* Providing support for all System deployments and post roll out support. Experience in handling Bug Fixes and Enhancement requests.
* Good working knowledge in Service portal, ACL and Domain Separation.
* Designed and created homepages including basic reporting, gauge configuration and dashboard presentation.
* Attend SCRUM and CAB meetings.
* Training new project joiners to understand environment and make them productive to meet deliverables.
* Experience in unit testing services by using SOAP UI and Postman.
* Having good working knowledge on Maven, GIT, and Jenkins.
* Good working experience in Amazon Alexa skill, Spring MVC, Hibernate, Servlets, JSP, Core JAVA.
* Well-acquainted with the Software Development Life Cycle (SDLC) and in Agile (SCRUM) methodology.
* Good working experience in SQL, PL/SQL in Oracle 10g.
* Willing to learn, adapt to new technologies and deliver knowledge sessions to team.

### Professional Experience

* Worked as Team Lead in **Accenture Services Pvt. Ltd,** Hyderabad from August-2007 to March 2018.

**Education**

* Master of Computer Applications from Kakatiya University

**Technical Skills**

**Primary skill** ServiceNow

**Language** Core Java, J2EE

**Web Services** Rest, SOAP

**Databases** Oracle10g, Mysql, SQL Server

Web Technologies HTML, JavaScript, CSS

### Professional Experience

### Digital Servicenow COE

**Role:** Team Lead

**Team Size:** 15

**Environment:** ServiceNow ITSM, ITIL, Web Services, HTML, JavaScript, CSS, JSON, SOAP UI, Postman.

**Responsibilities:**

* Worked with BA to understand requirements, documentation and getting client sign-off.
* Provide estimation after feasibility study and develop the POC as per insurance client requirements.
* Responsible for the general support, administration, and maintenance of the ServiceNow platform and associated applications.
* Participated in High level design for EAI solution between 3rd parties and client.
* Developed web services using REST, SOAP for 3rd party applications.
* Create and configure business rules, UI policies, UI actions, client scripts,
* Develop and manage application code, user interface, and third-party integration components.
* Provided support activity to resolve incidents with proper root cause analysis.
* Provided support to the client in migrating update sets into the system environment.
* Resolving Incidents and report generation on Incident tables based on present state.
* Worked in Service portal for service catalog and service request widgets as per requirement.
* Establishes and maintains effective communications with customers, other technology specialists, and vendors about services.
* Preparing weekly reports and shares it with stake holders.

### Lidl Store

**Role:** Team Lead

**Team Size:** 30

**Environment:**  ServiceNow ITSM, ITIL, Web Services, HTML, JavaScript, CSS, JSON, SOAP UI, Postman.

**Project Description:**

Lidl Stiftung & Co. KG (German pronunciation is a German global discount supermarket chain, based in Ludwigshafen, Germany, that operates over 10,000 stores across Europe and the United States. It belongs to Dieter Schwarz, who also owns the store chains Handleson and hypermarket Kaufland. Lidl is the chief competitor of a similar German discount chain Aldi in several markets, including the United States. There are Lidl stores in every member state of the European Union, except Latvia and Estonia. Lidl stores are also present in Switzerland, Serbia and United States. In June 2015, we established our U.S. headquarters in Arlington, Virginia. Today we sell our award-winning products in more than 95 stores in nine states across the East Coast.

**Responsibilities:**

* Involved in Requirements gathering, analysis, design and development of Application.
* Create and configure notifications, UI pages, UI macros and script include.
* Data management through third-party applications.
* Creation of Reports and Dashboards based on client requirements.
* Participated in High level design for EAI solution between 3rd party vendors and client.
* Create and configure business rules, UI policies, UI actions, client scripts, and ACLs.
* Build requested items and tasks, using workflows to manage processes from the customer to the fulfillment teams.
* Responsible for the general support, administration, and maintenance of the ServiceNow platform and associated applications.
* Develop, configure, and improve core and custom applications and work directly with end users to resolve support issues.
* Weekly status report communication to higher management and onsite counterpart.

### QBENA Management

**Role:** Senior Analyst

**Team Size:** 20

**Environment:**  ServiceNow ITSM, ITIL, Web Services, HTML, JavaScript, CSS, JSON, SOAP UI, Postman.

**Project Description:**

QBE Insurance Group is one of the world's top 20 general insurance and reinsurance companies, with operations in all the key insurance markets. Main focus area in this was to look after for the batch processes for the different lines of businesses. This includes standard lines, Billing, Claims – property and casualty and crop insurance. Main area of work in this was to look after the transactions. GAIN: GAIN is a mainframe policy admin system, which supports commercial lines policies, where Quote & policy information is processed & stored. Quote/Policies are from different systems like AQS/EBIZ/Agency Port. GAIN supports all possible transactions on the commercial lines policies which include New Business, Renewals, Endorsements, Reinstatements and Cancellations & Reinsurance. UIC Mainframe: UIC consists of three applications i.e. Beeline, Automated Policy System (APS) and Non Automated Policy System (NAPS). All of these are policy admin systems. Beeline- It is the commercial insurance package in QBE and it covers following line of business.

* Auto
* Fire system
* General Liability
* Inland Marine and crime coverage
* Umbrella policy

**Responsibilities:**

* Involved in Requirements gathering, analysis, design, development, testing and Functional specifications of the Application.
* Attending daily standup meetings and weekly scrum meetings for reporting the status.
* Developed Service Catalogue items, Order guides, record producer, variables, variableset, UI Policies, Data policies , UI Actions, Client Scripts, script includes, Business Rules and transform maps.
* Developed Business Rules for customizing the tool.
* Importing Data into ServiceNow import sets as per client requirement.
* Worked on catalog client script for catalog item.
* Developed Client Scripts, UI Actions and Script Includes as per the requirements.
* Customized Incident/Problem/Change/Service Catalog applications using Business rules, Client scripts.
* Developed custom workflow using Workflow Editor based on business process.
* Worked in Service portal for service catalog and service request widgets as per requirement.
* Weekly status report communication to higher management and onsite counterpart.
* Participated in High level design for EAI solution between 3rd parties and client.
* Developed web services using REST, SOAP for 3rd party applications.
* Customized widgets based on client requirements.
* Perform code reviews based on coding standards for modularity and maintenance.

### Level (3) Communications

**Role:** Team Lead

**Team Size:** 10

**Environment:** Java, Spring, Hibernate, Git, Oracle, SOAP UI, postman, Rally

**Responsibilities:**

* Analyze the user stories on enhancements and assign the stories to team.
* Studying the current system, preparing functional, technical design documents.
* Involved in the Analysis and Design Reviews with client.
* Designed and Developed user stories as per requirements.
* Resolving tickets logged in Bug Tracker ticketing tool.
* Share the status to onsite and higher management on weekly basis.
* Perform thorough Unit testing by writing Unit Test Cases.

### Accenture Video Solutions

**Role:** Team Lead

**Team Size:** 25

**Environment:** Java, AVS Product, My SQL, JUnit4

**Responsibilities:**

* Co-ordinate with BA in understanding the requirements.
* Draft the BRT as per the client requirement and get the signoff.
* Prepare design document according to the requirements.
* Co-ordinate with mobility team to develop web pages.
* Assign tasks to the team and help them on need basis to implement the code changes.
* Co-ordinate with testing team in writing test scripts.
* Perform thorough Unit & Integration testing.

### P&G – DSS Services (Decision Support Solutions)

**Role:** Sr. Software Engineer

**Team Size:** 40

**Environment:** Web logic Application Server, Aqua logic User Interaction, J2EE, spring, Oracle 10g, SOA

**Responsibilities:**

* Incorporate Q&A Portlet in cockpits as per requirements.
* Involved in SIT-Drafting, SIT-Execution for Testing and prepared Migration documents for deploying the cockpit into QA, PROD environments.
* Involved in estimating and implementing CRs for cockpits.
* Coordinated with the onsite team for analyzing and resolving the issues.
* Managed junior team members (ASE's).
* Interacted with End users and navigated them when required in resolving the issues.
* Involved in QA and PROD environments Migration support and fixing UAT issues.

# Internet Sales Application 4.0 (ISA)

**Role:** Software Engineer

**Team Size:** 45

**Environment:** Jakarta Struts 1.2, JSP 1.0, Oracle 10g, SAP-NW, SAP J2EE Application Server, SDM, Visual Administrator and SMS Suite.

**Responsibilities:**

* Provide timely responses to all client requests including on-call support. Ensure Service Level Agreements are met. Document all tested scenarios and screen shots wherever required for the tickets raised.
* Effectively handling client change requests by proposing and supporting the design, development and testing of solutions. Verify CR from client. Analyze impact across modules and on end users. Design and Implement the code changes for CR. Modifying test plans as necessary. Communicate status to the team coordinator.
* Provide support to others involved in development and testing of solutions. Analyze the impact of developments in other modules having impact on ISA module.
* On time performance for the tickets raised i.e. adherence to SLA.
* Involved in analyzing the business requirements for estimation and implementation of enhancements. Delivery of Change Requests within given effort.
* Client satisfaction with time and quality of support.

# Warehouse Management System (WMS)

**Role:** Software Engineer

**Team Size:** 23

**Environment:** Jakarta Struts 1.2, JSP 1.0, EJB 3.0, Oracle 10g, Jasper Reports 1.2

**Responsibilities:**

* As a Team Member involved in full Implementation Cycle from the Development Stage to Live stage.
* Involved in Design, Development of Project.
* Involved in the design and development of Client side and Server side coding Using EJB 3.0 and Struts framework.
* Implementation of business logic and business objects client modules using beans.
* Coded reusable Java business components, which abstracted the data in the database and provided a common interface for database access and business functionality.
* Implementation of front-end application and Validations using Struts Framework.
* Coordinating with the onsite team for analyzing the client feedback.
* Involved in bug fixing for basis on client feedback.
* Involved in Reports of client module using jasper Reports.