**Deepak**

**PROFESSIONAL SUMMARY:**

* As an IT Professional overall 8 years of experience andas a Service-Now Developer/Administrator Around**3** years of experience.
* **ITIL** **V3** Certified
* **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.
* Hands-on experience and In-depth knowledge of the technical implementation of**, Service Catalog, Change Management, Incident Management, Problem Management, Configuration Management, Reporting, Discovery and Integrations.**
* Experience in creating custom Applications with their workflows.
* Created **Rest API** and **Soap UI Web Services** Which enabled 3rd parties to integrate with Service-Now.
* Created Knowledge articles & mentored & trained business users & Helpdesk users on Service Now platform.
* Experience in creating **service catalogs** and its **workflows**.
* Experience working with **email notifications, inbound actions, reports, gauges, and home pages.**
* Worked with **transform maps, data sources and different transform scripts for data loads and management**.
* Working with **schedule jobs, events and triggers** to manage business needs and handle background work.
* Participated in workshops with Service Now partner teams to help companies implement Service Now using best practices in ITSM.
* Design and implement new functionality using**Client Scripts,Business Rules, UI Policies, ACL(AccessControl Lists) etc...**
* Sets up **Service Level Agreements** (SLAs) and monitors SLA workflows, creates and tracks Service Catalog requests, and items with variables.
* Functional knowledge and implementation experience of **IT Service Management (ITSM) frameworks and demonstrated project management skills and experience working directly with customers and clients.**
* Leveraging knowledge and experience to deliver end-to-end methodologies within Service Now, which includes architecting technical implementation of IT Infrastructure Library (ITIL) processes, organizing and prioritizing development effort, interfacing with vendors and management, and coordinating effort of administrators.
* Experience working on Different versions of Service-Now**:Berlin, Calgary, Eureka and Fuji.**
* Expertise in application development using Java, J2EE, JSP, Servlets, Struts, spring.
* Possess a strong coding experience using Core Java.

**TECHNICAL SKILL SET:**

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| --- | --- |
| **ITIL** | ITSM, **Service Now, JavaScript, HTML, CSS.** |
| **Programming Languages** | C, C++, Java, ASP.Net(C#), JEE, SQL, PL/SQL, ADO.Net |
| **Java** | JDK 1.6, Collections, Multithreading, Networking, Generics, Exception Handling, Files and Streams, JDBC |
| **J2EE** | Servlets, JSP, JSTL, Struts, Spring AOP, JNDI, JMS, JTI, Ajax, EJB, Spring IOC, Hibernate, Java Beans |
| **Scripting Languages** | JavaScript, HTML, CSS, Ajax, XML |
| **Operating systems** | Windows, HP-UX 11.x, Solaris, Linux |
| **Scripts** | Perl, UNIX Shell Scripts, Windows batch scripts |
| **Software Methodologies** | SDLC, Waterfall, Agile, XP, Scrum |

**PROFESSIONAL EXPERIENCE:**

**American Express, Phoenix, AZ Jul 15- TILL DATE**

**ROLE: SERVICENOW DEVELOPER/ADMINISTRATOR**

Provide assistance in an implementation of a new Service Now application, provide technical insight in designing and supporting Service Now while aligning to Service Management best practices.This Project is alsoResponsible for Migration of ITSC new ScaleRequest into Service Now.

**RESPONSIBILITIES:**

* Worked on Service-Now implementation and development.
* Worked with functional requirements within Service Now for **CMS, Request Management, Incident, Problem, Knowledge, Change, Core Platform, Web services, interfaces** etc.
* Experience Working on **Service CatLog Request** and **Workflow Design** and **Configuration**.
* Migrated around 100+ new Scale service requests from ITSC new Scale into Service Now service requests.
* Worked with process owners and business stakeholders to translate business requirements into functional requirements within Service Now and proposing resolution and design suggestions.
* Facilitating rollout of new applications and modules.
* Application UI Configuration.
* Developed and managed application code, user interface, and **third-party integration** components in all stages of the **CMDB** development projects (i.e. definition, development, deployment).
* **Scripting and advanced conditioning**.
* Proposing new CSI and business solutions within Service Now to benefit customers.
* Documentation of changes and new development as technical and functional specs.
* Design and implement new functionality using **Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, and Access Control Lists**.
* Designing the Content Management System for Various system which involved layout, UI pages, CSS and service catalogs work.
* Worked on Report, dashboard designing.
* Created custom **reports**, scheduled**reports** and **metricreports** and **Gauges** and **integrated** with 3rd party.
* Created custom **Emails** for Approvals, Rejections, Cancellations based on the requirement from the service owner.
* Created **Custom Applications** to capture organization data and built ACL's to enable specific users to edit the data.
* Worked with **dynamicHTML** components: AJAX, JavaScript, CSS, XML, HTML and XHTML.
* Production release support.
* Deployment and L3 support.
* Worked on writing feature files in Cucumber to perform Automation testing.
* Used **SCRUM**/**Agile** development methodology.

**ENVIRONMENT:**Service Now, Java Script, JSON, jQuery, Prototype, Web Services, SOAP, SQL, XML, HTML, iframes, AJAX, Shell scripting, Integrations, Cloud services, ITIL, SCRUM, Angular JS.

**MetLife, SC APR 13 – Jul 15**

**ROLE: SERVICENOW DEVELOPER/ADMINISTRATOR**

The project is responsible for implementation of Service Now capabilities including but not limited to **ITIL processes, service management, asset and configuration management**, **software asset.** Responsible for implementation of large and small initiatives and projects from initiation through completion.

**RESPONSIBILITIES:**

* Provided subject matter expertise, acted as technical product advocate and designed, developed and implemented **ITIL** processes**, ITSM, ITAM, SACM**, Knowledge, Demand and Release Management modules within Service Now platform.
* Developed and managed application code, user interface, and third-party integration

components in all stages of the **CMDB** development projects (i.e. definition, development, deployment).

* Created **REST** and **SOAP UI Web Services** which enable third parties to communicate with Service-Now.
* Integrated with external vendor to automate the decommission of CI's. In this case, used REST message to automate the deletion of the CI's.
* Implemented **JDBC Imports/Export** to execute custom SQL queries in the target database based on requirement.
* Created Data Sources from various external applications, scripts to parse incoming data and transform into Service Now.
* Written many ctyg6omplex **UI actions** which involves both server side and client side code in a single UI action.
* Converted Global Business rules to script includes to improve the performance.
* Written client scripts which involves Ajax calls andConverted Existing Synchronous for **Incident, Change and Problem**.
* Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Ajax calls to asynchronous to improve performance for **Incident, Change and Problem.**
* Developed 5 different **change** modules and Constructed different view for each module.
* Propose data model, design changes to processes and products, exerts significant latitude in determining objectives of an assignment.
* Translate requirements into functional and technical requirements.
* Review and refine designs for usability, reviews testing scenarios and refines test cases, to ensure applications quality and works with users to review test results to ensure they meet expected results.
* Support and coordinate scheduling and execution of releases, product upgrades, new technology deployments.
* Perform and participate in product roadmap planning, participate in disaster recovery planning and testing, etc.
* Involved in Debugging of Business Rules, Scrip Includes and ACL's.
* Provided 2nd/3rd level Service Now support, resolve incidents.

**ENVIRONMENT:**Service Now, Java Script, JSON, jQuery, Prototype, Web Services, SOAP, SQL, XML, HTML, iframes, AJAX, Shell scripting, Integrations, Cloud services, ITIL, SCRUM.

**FORD DIRECT - DEARBORN, MI JUN 12- APR 13**

**ROLE: JAVA/J2EE DEVELOPER**

Provided digital marketing and advertising solutions to dealers like Ford and Lincoln, giving them the platform to drive more sales. With a foundation built by Ford Motor Company and its franchise dealers, and being the only joint venture of its kind, Ford Direct understands the automotive and dealer business. Since 2000, Ford Direct has been working with dealers to develop the best products for their unique needs, and offering solutions to connect with consumers whenever and wherever they are.

Aspen project's objective is to provide the data related to the count of dealers getting subscribed to Ford Direct, reports pertaining to customers, sales and service to the business users and management.

**RESPONSIBILITIES:**

* Working in all phases of software development including Analysis, Design and Development, Testing and Production of Web-based applications in Agile methodology.
* Creating web application design using open source MVC, Spring and Struts Frameworks.
* Working on client side Technologies such as HTML, DHTML, CSS and JavaScript.
* Strong experience in developing data models using Hibernate POJO's and configuring Hibernate persistence layer.
* Developing database objects to store and manipulate data on Oracle for the generating reports.
* Using Java Script for Client side validations and developing unit tests using JUnit.
* Involving from Initial design and creating Use case diagrams, Sequence Diagrams and class diagrams using the MS Visio Tool.
* Deploying the application on the JBOSS Application Server.

**ENVIRONMENT:** Java, J2EE, JBoss 7.1, Eclipse 4.3, Java Script, CSS, HTML, Spring 3.0, Eclipse 4.3, Oracle 10g, PL SQL, Hibernate, Core Java, MS VISIO.

**Wells Fargo APR 11 – JUN 12**

**Client: TD AUTO FINANCE**

**ROLE: JAVA/J2EE DEVELOPER**

TD Auto Finance is a competitive U.S. auto financing company focused on providing customers with a personal, worry-free and easy automotive finance experience. TD Auto Finance is part of TD Bank Group, ranked as one of the safest banks in North America by Global Finance Magazine and one of the few Aaa-rated banks listed on the New York Stock Exchange. With offices around the world, TD Bank Group offers a full range of financial products and services.

The objective of STRATA project is to store customer's information who subscribe for auto financing and also generating various reports basing on that.

**RESPONSIBILITIES:**

* Developing and processing Spring batch jobs to retrieve the transactions that pertain to the customers and their auto loans from various databases (DB2, Teradata, My SQL)
* Involved in writing the database integration code using Hibernate. Leveraged the AOP features of spring framework to handle exceptions.
* Developing User Interface Screens using Spring MVC, to enable customers obtain auto finance. Extensive experience in developing various web based applications using Hibernate 3.0 and Spring frameworks.
* Used Spring Framework's IOC Dependency Injection to inject Service Object using Service Locator Design Pattern into Action Classes.
* The Java Message Service (JMS) API is used to allow application components to create, send, receive, and read messages.
* Using Java script, HTML, CSS, Rich faces, JSP, JSTL, and XSL developed template based reusable header, footer and role based menus and GUI screens.
* Creating High Level Design documents, low level design documents using MS Visio and PowerPoint to provide the documentation and guidance for peers and business users.

**ENVIRONMENT:** Java, J2EE, Spring 3.0, Eclipse 4.3, JBoss 5.1/7.1, My SQL Workbench, DB2, Teradata, Hibernate, Core Java, Object Oriented Patterns, Object Oriented Design, MS VISIO.

**Value Labs MAY 10 - APR 11**

**CLIENT: VISA**

**PROJECT: GLOBAL BUSINESS CONTINUITY MANAGEMENT (GBCM)**

**ROLE: APPLICATION DEVELOPER**

Global Business Continuity is responsible for ensuring continuity of business for the Visa enterprise. As an integral member of the GBC management project team, I was responsible for development and implementation of the BCM program throughout the Visa enterprise, in alignment with GBC Key Controls, policies and procedures, industry standards, and compliance requirements.

**RESPONSIBILITIES:**

* Performed System Analysis and High Level Design using Object Oriented Design/OOAD methodology to capture and model business requirements.
* Implemented the web-based application following the MVC II architecture using Spring Framework.
* Data Layer was maintained using Hibernate.
* Used JSPs for the presentation layer and Java Beans for model layer
* Developed front end using HTML, JSP, Flash, JQUERY, CSS, XML AJAX and JavaScript.
* Implemented various Design Patterns on the project. Applied Struts features like Tiles.
* Created RESTWeb Services which enable third parties (Net Provision, G2 etc.) to communicate with GCMS and retrieve the data about RGs from the GCMS data bank.
* Designed, develop and maintained the data layer using Hibernate and PL/SQL.
* Provided technical support to the clients (SBC, Telex) on phone.
* Designed and developed XSLT transformations to convert data from XML to HTML.
* Extensively involved in writing Scripts to automate deployment over Linux platform.
* Implemented Java classes that perform encryption of sensitive information before storing the value in the database thus preventing unauthorized access to the data.
* Developed Scripts for UNIX platform deployment.
* Used JSTL and wrote custom JSP tag libraries. Implemented role based handling in JSP pages.
* Involved in writing SQL, Stored procedure and PLSQL for back end. Used Views and Functions at the Oracle Database end. Developed the PL/SQL scripts for rebuilding the application Oracle Database.
* Used MAVEN for build and compilation.

**ENVIRONMENT:** Java, J2EE, JSP, Servlets, SPRING, WebLogic Application Server, JBoss, XML, XSLT, HTML, DOM, SAX, SOAP, WSDL, JavaScript, Hibernate, Oracle 10g, PLSQL, JDBC,MAVEN2, MVC, OOD, Maven (ant based), UNIX Shell Scripting and Linux.

**Cigniti MAY 08 MAY10**

**CLIENT: DOMINION**

**ROLE: Jr.JAVA DEVELOPER**

This project has been designed and developed to process online order request. This project consists of different module such as online User Registration, Update User Information, Submit order online, process order and delivery of order.

**RESPONSIBILITIES:**

* Involved in all phases of Software Development Life Cycle (SDLC).
* Used CVS for version control system and TestDirector for bug tracking
* Involved in developing applications using Java, J2EE, EJB, Struts, JSP and Servlet.
* Created the UI validations using Struts validation framework
* User Training-worked with user community closely to train them and explain various features to them.
* Developed database schema and SQL queries for querying database on Oracle 9i.

**ENVIRONMENT:** Java, J2EE, JSP, HTML, Java Script, Oracle, SQL, JDBC, XML, Servlet, IBM WebSphere, ANT