

**Mounika Chandu**

**PROFFESIONAL SUMMARY:**

* A Qualified IT Professional with 7 years of experience and with around 4+ years of experience in **Service Now platform** as both **Developer and Administrator**.
* Good understanding of IT Help Desk and service management along with good understanding of the **ITIL framework**.
* Great experience in **Calgary, Eureka**, **Fuji, Geneva, Helsinki and Istanbul, Jakartha and Kingston versions** **of ServiceNow**.
* Hands on experience in creating custom **Applications, Modules and Tables**.
* Extensive experience in implementation of **Business Rules, Data Dictionary, Client Scripts, UI Actions, UI Policies and Validation Scripts** in ServiceNow.
* Wide range of Implementation experience with many global Clients in the ServiceNow suite development including **SOAP/REST** integrations, Discovery, Service catalogs, Business Rules, Update sets and Workflow.
* Functional Knowledge and implementation experience of ITSM Framework.
* Expertise in importing and Exporting of data in ServiceNow.
* Created various Workflows for process applications for **Incident Management, Change Management, Problem Management Service Requests and SLA’s.**
* Expertise on Creation of Workflows for **Service catalog items in ServiceNow.**
* Experience in creating and maintaining **Access Control rules** for securing and providing the right access to right person/role.
* Good knowledge on SMTP, Windows Management Instrumentation (WMI) working process in Discovery.
* Excellent Knowledge in **Configuring Email Notifications** and Scripting Inbound Email actions.
* Experience with Web Technologies such as **HTML, JAVASCRIPT, XML and Web Services.**
* Experienced in **CMDB integrations** and Responsible for building the CMDB integrations with the enterprise monitoring and service management tools.
* Good Knowledge of **ITIL V3** and **ITSM** best practices. Experience with ServiceNow integration using **SSO, LDAP, MS Active Directory, ADFS, and web services integrations.**
* Experienced in managing both **low** and **high-severity incidents** across the entire incident life-cycle in accordance with **Resolution** and **Restoration** **SLA’s.**
* Experience in developing **Crystal reports** and converting crystal reportsto **Business Intelligence and Reporting Tool (BIRT) reports** for web applications**.**
* Strong analytical and problem-solving skills with the ability to clearly interpret and communicate facts and data.
* Excellent team member with a strong ability to lead and balance multi-project workload.
* Hard working, highly motivated, and reliable individual with a constructive approach to the business, client and to other team members.
* Aptitude for learning and rapidly mastering new applications and technology, ability to work under pressure and meet deadlines.
* Extensive of server-side development experience using the technologies Web Services, XML, Oracle, MySQL Server, SQL, PL/SQL.
* Experience in Implementing ServiceNow Discovery and **CMDB** and integrating it with Change management.
* Customized the functionality of the ServiceNow **Discovery** tool to meet the company outlined requirements.
* Strong experience in customizing the form design and form layout for various on the **ITIL** Process Configuration like Incident, Problem management in ServiceNow.
* Experience in working with the workflows using ServiceNow **workflow** editor .

**EDUCATION:**

* **Master of Science – California State University (CSU).**
* **Bachelor of Technology – JNTUK**

**PROFESSIONAL EXPERIENCE:**

**CLIENT: Fruition Partners (Chicago, Illinois) Oct 2017 –Present**

**Title: ServiceNow Developer/Lead**

**Roles & Responsibilities:**

* Implementation and Administration of ITSM (Incident, Problem, and Change Management) processes, Building service catalog, CMDB Maintenance and Custom Application Development in ServiceNow.
* Gathered requirements from users for attributes needed to develop Service Catalog Items.
* Worked on setting up **Active Directory, LDAP, and SSO** Integrations.
* Worked on setting up **MID server** between Active Directory and ServiceNow Instances which encrypts all the User data in the organization.
* Configured the LDAP Server and LDAP Listener for updating the user and group table record.
* Hands on Experience in Setting up the **SCCM** integration with ServiceNow to gather all the Server, Computer, Network related information into our CMDB.
* Writing Scheduled jobs and Scheduled Imports depending on the requirements in ServiceNow.
* Worked on Business Rules, Client Scripts, UI policies, and UI actions, Data Policies, Script Includes, Ajax Query and Jelly Scripts.
* Orchestrate Users access to Data Bases Using **Orchestration**.
* Utilized Orchestration to extend Workflows to interact with systems and application code outside.
* Configured Email Notifications and created inbound email actions for various approval and service request.
* Customizing the workflows for various ServiceNow Standard tables while aligning with ITIL V3 best practices.
* Worked on **Portal Development** that included writing down angular JS Widgets and more on client side and server side so making sure these **Widgets** work both on desktop and as well as mobile level.
* Worked on handling URL redirects for Users logging in to the **Portal**.
* Working with end users in understanding the requirement and designing the reports accordingly.
* Magnificent verbal and written communication, strong experience interacting with the clients, end users, requirement gathering, understanding requirements, and analyzing solutions.
* Working as **a Team lead** shared contractor with multiple clients. Airways, health care and Government projects.
* Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort
* Provide the team with a vision of the project objectives
* Ensure discussions and decisions lead toward closure
* Maintain healthy group dynamics
* Intervene when necessary to aid the group in resolving issues
* Assure that the team members have the necessary education and training to effectively participate on the team
* Encourage creativity, risk-taking, and constant improvement
* Recognize and celebrate team and team member accomplishments and exceptional performance
* Created a schedule jobs to run scripts, to import data by running scheduled transform map.
* Used notifications to send communication from the system.

**Environment: ServiceNow Kingston, Incident, Problem, Change Managements, CMDB, SCCM, Service Portal, Glide.** **ITIL platform, ITSM, UI policies, UI actions, Service catalog, Agile methodology, Java Script, Etc. Agile/Scrum, ServiceNow Jakarta, Incident Management, Change Management, Problem Management, Form Creation, AJAX, jQuery, Jelly script, JavaScript, CSS3, jQuery, Jelly, HTML, XML, CSS.**

**CLIENT: Cox Enterprises – Atlanta GA Aug 2016- Sep 2017**

**Title: ServiceNow Developer/Admin**

**Roles &Responsibilities:**

* Monitored and performed ServiceNow admin activities which involve homepages, user and group administrations, form and list views, banner changes, reporting and dashboards.
* Involved in creation and modification of various **Business Rules/Script Includes/Client catalog script/Client Script/UI Policies/UI Actions/UI Scripts etc.**
* Worked on development of **Service catalog - catalog items,** order guide, record producers, requirement fulfillment processes, **designing workflows**, and execution plans.
* Customized and created Knowledge bases and knowledge form, defined workflows, created new topics and categories.
* Created various **SLA** as per client requirement with **the Incident Management** applications.
* Setup and maintenance of MID servers in both windows and Linux environments, worked on clustering multiple MID servers, checking their connectivity, state and health.
* Activated and setup of the discovery plugin. Worked **on Discovery module** to discover IBM Mainframes and its related components (LPAR, DB2, CICS, and MQ) and populate them in the CMDB.
* Wrote custom probes and sensors to fetch information from the mainframes. Probe commands were based on PowerShell and Perl. So successfully ran Perl commands through a probe which is OOB. By installing required software, changing properties and by adding some scripts.
* Worked on **Business Service mapping**. Wrote scripts in the sensors in order to map CI's so that the end user can have a graphical representation of CI's and their relationship through BSM.
* Setting up Configuration Management from scratch. Creating new table for components/devices which the OOB tables don't support, defining the CI classes and their relationships.
* Have taken part in Data loading of CI Attributes for CMDB using transform mapping and Import Sets calling multiple scripts includes for processing the attributes and loading them in CMDB.
* Wrote custom workflow for Change Management process to run the approvals and Task as per the Change Request Type.
* Created **Inbound Email Integrations** for creation of Service Requests and Incidents for event management.
* Worked extensively **on LDAP integrations** for obtaining users and groups. Very good understanding of Integration with these varieties of protocols: **SOAP, JDBC, and ODBC**.
* Have worked upon the SSO Integration using Digest token, and customizing the Login process to Service- Now using SAML 2.0. Experience in configuring **Access Control Lists (ACL**).
* Experience in Instance up gradation **Helsinki to Istanbul**. Planned the required steps and followed the required protocols to achieve successful up gradation of instances.
* Created **Update Sets** to migrate customizations from one instance to another instance.
* Monitored (server and application) health and the performance, availability, security, and integrity of the application and data; and made recommendations in order to improve application's functionality or performance; and periodically generate reports based on analysis/interpretation of monitoring activities.

**Environment: ServiceNow, ITIL, HTML5, Java script, glide script, HTML, CSS, Integration, Web Services, discovery, CMDB, LDAP.**

**CLIENT: Comcast- Denver, CO Jan 2015- July 2016**

**Title: ServiceNow Developer/Admin**

**Project Description:** Involved in E-mail Integration, developing reports, Data imports, Discovery Schedules, Created workflows and Business rules. Wrote jelly scripts and created links to the knowledge Based articles.

**Roles & Responsibilities:**

* Indulged in update set tracking and export/import both in **FUJI** and **Helsinki** versions.
* Worked in a team of 4 to integrate ServiceNow with **Third party Applications.**
* Workflow management **- Created Workflows, Sub flows** and Tables both on **Fuji** and **Helsinki**.
* Managed inbound and outbound notifications in **Fuji** and **Helsinki**.
* Define the core ITIL processes, project scope, and negotiate the ServiceNow & **MuleSoft** implementation SNOW. Advanced Schedule jobs and Business rule creation and Hardware Reconciliation.
* Created new Business **Rules/Script Includes/Client catalog script/Client Script**.
* Created and managed **SLA** definitions for deferent Service Groups and Software discovery.
* Create [categories of **Asset models**](http://wiki.servicenow.com/index.php?title=Model_Categories) such as computers, servers, printers, and software.
* Created Catalog Requests and record producers.
* Managed **Incident Management** process where all **P1 and P2 incidents** were managed through to service restoration.
* Implementation, Customization and Maintenance of ITIL modules such as **Incident, Change, Problem, Knowledge, Configuration, Customer Service Management, Service Catalog, CMDB in Service Now.**
* Worked on the Dynamic content page for the overall project. **Content Management**, in this Project, was the primary focus on ServiceNow. (**Fuji and Eureka**)
* Provide ongoing reporting of **Problem** **management** statistics to senior management for decision support and regulatory purposes.
* **Unit testing** for all the **use cases and Functional** requirements put forward for the project in **Fuji and Eureka.**
* Implemented and executed the organization process of **IT Assets** and **Asset** storage area
* Created some UI screens using HTML, HTML5 and JavaScript, Power shell, CSS.
* **Exporting and Importing tables, workflows,** update sets data from one instance to the other.
* Created roles, views and user groups pertaining to the use cases. **(Fuji and Helsinki)**
* Worked on establishing Links to knowledge based articles on **Fuji and Helsinki.**
* Wrote Jelly Scripts for all the notifications**, Change and Content Management** and also business rules. **(Fuji and Helsinki)**

**Environment: ServiceNow (Fuji & Helsinki version), Power shell, Portal Design, Office365, HTML, Workflows.** **ITIL platform, ITSM, UI policies, UI actions, Service catalog, Agile methodology, Java Script, Etc.**

**CLIENT: American Health tech – Ridgeland, MS (Hyderabad, India) June 2013- July 2015**

**Title: ServiceNow Developer**

**Roles & Responsibilities:**

* Discussing the business requirements with clients and documenting them into process requests.
* A ServiceNow expert with experience on implementing **end-to-end Service catalog**, **Incident Management, Configuration & Asset Management, Change Management and Release Management.**
* Created Buttons and context menus both on form and lists using **UI actions**.
* Written script includes and invoked them in Business rules and client scripts.
* Imported many CI’s using import set tables.
* Created transform maps both automatic field mapping and scripting.
* Created data sources and loaded the ServiceNow tables with different data formats.
* Built forms from scratch along with advance customizations at the level of **UI Macros/UI page** as per the complex requirements.
* Created many standard workflows which are being re-used and propagated and handled many custom events.
* Responsible for the ServiceNow tool administration module and creation of new **Users, Roles, IT Services, Application, Business Services and Rules.**
* Setting up Configuration Management from scratch defining the CI classes and their relationships.
* Developed **SLA and reporting.**
* Design and Implementation of service requests through service catalogue in ServiceNow.
* Configured Email, inbound and outbound email actions and developed mail scripts on need basis. Worked on **Knowledge articles, incidents, CMDB and dictionaries.**
* Involved in defining the Problem Management process in the firm and ensure stability in the IT plant by having a robust Major Incident management process.
* Creating scheduled tasks, monitoring the ticket queues and generating statistics.
* Creating **Catalog items, workflows, inbound emails actions and update sets for service.**
* Developed **UI Actions, script includes** and **Business rules** for overall platform requests.
* Assisted in **Release Management** during product and patch releases.
* Receives, logs and allocates a priority to all requests for changes
* Follow up with clients and customers on **process requests,** special requirements etc.

**Environment:** **ServiceNow, Form Manipulations, Form designing , UI Actions, IM,PM,CM and KM ,CSS, HTML, Web Services, CMDB, MS SQL server-2008.**

**CLIENT: Versatile Technologies-Hyderabad, India (Hyderabad, India) April 2011- May2013**

**Title: SQL BI Developer**

**Roles & Responsibilities:**

* Analyzed updated user requirements.
* Involved in gathering business requirements for the model.
* Worked extensively on developing the model and publishing the package on Cognos connection.
* Created and deployed packages for reporting and ad hoc users for the query studio.
* Design and develop SSIS packages, store procedures, configuration files, tables, views, and functions; implement best practices to maintain optimal performance.
* Implemented data level, object level and package level security in Framework manager.
* Worked with List, Cross tab, prompts and various types of graphs.
* Designed and implemented complex ETL packages.
* Responsible for transferring the data using SSIS packages.
* Responsible for data migration in SQL Server.
* Implemented the calculations to aggregate physical measures.
* Designed and developed the database infrastructure.
* Created ER Diagrams (physical and logical) and mapping the data into database objects.
* Normalized the database into small tables by applying Normalization, defined Check constraint and applied Business Rules.
* Engaged in Publishing and scheduling the reports.
* Developed Business Reports and Cycle Time Metrics.
* Developed Models, Reports and Cubes as per the design considerations

**Environment:**

**MS SQL reporting services, MS Excel, Windows XP, Cognos 8.3, Framework Manager, Report Studio, Analysis Studio, Query Studio.**