**Mounika c**

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**Professional Summary:**

* 7 Years of IT experience on SQL and ITIL related technologies, including more than Four years of experience in ServiceNow Development, Administration.
* Experience in Email Integration, LDAP integration, External Web services Integration (both SOAP Based and REST based) in ServiceNow.
* Extensive knowledge and experience in implementation and administration of ServiceNow and Asset Manager.
* Performed mapping using ServiceNow Service Watch.
* Expertise in configuring / maintaining / customizing ITSM.
* Experience in working on the ITIL Process Configuration like Change Management and Knowledge Management and Reporting in ServiceNow.
* Experience on various ServiceNow customizations as per client's requirement.
* Experience in configuring the Service Requests, SLAs for various ITIL processes as per the client requirements.
* Experience in Design and developing custom applications in ServiceNow and utilize its potential in PaaS (Platform-as-a-Service).
* Followed best practices of Service Now in developing and customizing Business Rules, Scripting (Includes UI Policies, Catalog Client Scripts and Client Scripts), Scheduled Jobs.
* Well versed with Scrum and agile methodology.
* Solutions-oriented consultant specialized in the ITSM tools and monitoring.
* Experience in managing system configurations, gathering and documenting user and process requirements, developing workflow customizations, and performing quality assurance testing, user acceptance testing and third-party integration for ServiceNow.
* 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
* Knowledge of HTML, XML, JavaScript, Integrations (web services, SOAP).
* Ability to create and modify ServiceNow workflows.
* Extensive of server-side development experience using the technologies Web Services, XML, Oracle, MySQL Server, SQL, PL/SQL.
* Have good hands on experience in writing Complex SQL Queries.
* Experience in writing complex Queries, Views, Stored Procedures, Cursors, Triggers and User Defined Functions.
* Strong work experience on Relational database management systems (RDBMS) Oracle and SQL server.
* Expertise on defining workflows in Service Catalog items, Approvals and Dynamic tasks in ServiceNow
* Good knowledge of CMDB and Asset Management Services, Business Services and Configuration item relationships.
* Extensive experience in implementation of Business Rules, Data Dictionary, UI Actions, UI Policies, Client Scripts and Validations Scripts in ServiceNow.
* Experience in preparing various reports, pivots and graphs in Excel. Excellent written and verbal communication skills, presentation and problem-solving skills.
* Strong communication & relationship management skills, enthusiastic & self-driven, with a high degree of commitments.

**Professional Experience**:

**Client: Fruition Partners, Chicago, IL. OCT 2017 to till Date**

**Role: Technical consultant**

**Responsibilities:**

* 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, analyzing solutions.
* Working as shared contractor with multiple clients. Airways, health care and Government projects.
* Created a schedule jobs to run scripts, to import data by running scheduled transform map.
* Used notifications to send communication from the system.
* Worked on team dashboard for moving changes from one environment to another.
* Gathered requirements for SLA and configured in service now customization using Business Rules and Client scripts and Catalog scripts.
* Created various UI policies and UI actions.
* Facilitating rollout of new applications and modules.
* Worked on latest versions Jakarta and Kingston
* Inbound and outbound actions scripting
* Providing on call support for highly critical issues outside the office hours.
* Integration of service now with LDAP for Authentication.
* Involved in developing the Forms, workflows Building Applications
* Configured Applications using Service now tool used in ITIL Management. strong understanding ITIL V3.Deep functional and technical knowledge of the service now platform as well as experience delivering medium to large scale Service Now implementation.

**Environment:** 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, Windows.

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

**Role: ServiceNow Developer**

**Responsibilities:**

* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog in Service-Now.
* Extensively worked on the Implementation, Configuration and maintenance of Business Rules, Client Scripts and UI Policies
* Develop / Configure workflows, forms, and underlying logic using SCRUM / Agile methodologies.
* Worked on loading the data into Service-Now using import sets.
* Imported Configuration Items(CI) from third party applications using import set tables.
* Involved in migration between various Service-Now instances using Update Sets.
* Loaded assets into SNOW from third party system using Web Services and Import Sets.
* Involved in customizing the forms for the Incident, Change and Problem Management ITIL processes.
* Involved in gathering the requirements from the Business Team and creation of technical, functional specification documents.
* Extensively worked with integrations between **ServiceNow** and third-party application like BMC Remedy.
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, CSS, and HTML5.
* Used data sources to migrate data from excel sheets to **ServiceNow**through transform maps.   
  Worked on integration using SOAP / WSDL / RESTFUL.
* Performed core configuration tasks including system policies, business rules and client scripts.
* Strong knowledge of the server-side scripting Business rules and Script Includes Worked on Inbound Email actions.
* Adding UI policies and UI actions to achieve customer requirements.
* Utilized Java Scripting in Business Rules, Client scripts, UI Policies and UI Actions to deliver solutions that automate and audit business processes.
* Responsible for gathering the requirement from the client and using scrum process we used to divide the work.
* Managing the standards in Queue management and assigning the tickets/tasks in an order.
* Responsible for access control, security, minor enhancements such as form or workflow editing.
* Providing the design solution, technical methodologies and processes solution to meet the customer requirements.
* Responsible for on-going enhancement and maintenance of the **ServiceNow** platform.
* Involved in working with process owners to develop workflow, implement the workflows in Service Applications.
* Worked on Email Notification, Email Templates and Email scripts.
* Provided solutions to the Asset Management team in re-building the workflow of an asset.
* Responsible for technical documentation of Configuration, Customization, Integration with External Services, Administration **ServiceNow** processes.

**Environment:** Agile/Scrum, ServiceNow Fuji, Incident Management, Change Management, Problem Management, Form Creation, AJAX, jQuery, Jelly script, JavaScript, CSS3, jQuery, Jelly, HTML, XML, CSS, Windows.

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

**Role: ServiceNow Developer**

**Responsibilities:**

* Used data sources to migrate the data from excel sheets to Service-Now through transform maps.
* Worked on huge Workflow design for on boarding and off boarding of a partner/ employee/Contractor based on the requirements provided by the teams.
* Worked on Discovery to re-locate the devices that were irregularly managed and found a solution in resolving the issues with using the discovery tool for a better use.
* Worked on the latest release Eureka, which is the advanced release and discovered Service-Now upgrades.
* Re-built Service Catalog Items with minimal time usage on submitting a ticket by getting together the teams to provide their valuable suggestions and making it easy to understand the new release.
* Worked on integrating **ServiceNow** with external SOAP and REST based web services.
* Implementation of Custom Applications, Modules, Tables and Views as per client's requirement.
* Involved in migration between various **ServiceNow** instances using Update Sets.
* Designed, developed, and maintained the report portal that provides user access to scheduled reports and report parameters.
* Involved in configuring the Business Rules, Client Scripts, UI Policies, Data Policies in the **ServiceNow**   
  Assist in the import of configuration and asset management.
* Created notifications based on user requirements and configured inbound email actions to create incidents or requests.
* Interface extensively with all areas of the organization including Operations and Development.
* Created schedules, reports and monitor performance of Service-Now.
* Documented all implementations and best practices defined within team.
* As a part of support activity resolve incidents by provided with proper root cause investigation.
* Performs core configuration tasks including system policies, business rules and client scripts.
* Managed users, groups and roles.
* Created and Maintained foundation data - User Accounts, Roles, Approvers, Support Groups, Sites, Production Categorizations, and Templates.
* Involved in providing the design solution, technical methodologies and processes solution to meet the customer requirements.
* Manage and coordinate activities during the overall ticket life cycle in Incident and Problem Management.
* Involved in working with process owners to develop workflow, implement the workflows in Service Applications and administer the tools and enhanced requests by java script.
* Involved in Agile methodology for daily SCRUM sessions and project tracking status.
* Implemented, documented and maintained the Service-Now platform to meet specific business needs to support ITIL and business processes.
* Developed operational requirements documentation and train operational staff to maintain solution.
* Configured Service Level Agreements to define certain levels of service from both internal and external providers.
* Responsible for maintaining and growing data held within Service Now such as our users, service catalog items.

**Environment:** ITIL platform, ITSM, UI policies, UI actions, Service catalog, Agile methodology, Java Script, Etc.

**American Health tech – Ridgeland, MS & Hyderabad India March 2013 – Dec 2014**

**Role: ServiceNow Developer**

**Responsibilities:**

Worked on customizing Incident, Problem and Change management screens using Client Scripts, UI Policies, UI Actions and Business Rules.

* Designing the Content Management System for Varian system which involved layout, CSS and service catalog work.
* Created various workflows for Incident Management, Problem Management, and Change Management Service Requests.
* Created server-side scripts and client-side scripts, script includes, scripted Web Services.
* Implementation, customization and configuration of different Service Manager Modules like Change Request, ESS, Service Desk, Service Catalog, Problem and SLM.
* Worked on loading the data into **ServiceNow** using import sets.
* Worked in production support for all the Service-Now and report related issues.
* Provided analysis, design and development of Service-Now trouble ticketing and incident management systems to support the company's technical operations.
* The service we also provide to clients is a semi managed service for administering their Service desks that has been implemented. This includes various administration tasks within Service desk software.
* Created Buttons and context menus both on form and lists using UI actions.
* Designed many email templates by using html and jelly scripting and used them in notifications.
* Worked with windows team, network team and Asset team to check for the data collected through discovery is accurate.
* Written script includes and invoked them in business rules and client scripts.
* Customization of Incident Management Application.
* Creation of Email Notifications and Inbound Actions.
* Creation of Workflows.
* Worked on integrating **ServiceNow** with external SOAP and REST based web services.
* Used ACL's for controlling the security mechanism in **ServiceNow.**

**CLIENT: Versatile Technologies-Hyderabad, India Feb 2011 - April 2012**

**Role: SQL BI Developer**

**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.