**Narender Reddy Sadu**

**Email:**narenderreddy135@gmail.com

**Contact Number: (203)-540-8825**

**PROFESSIONAL SUMMARY:**

* A Qualified IT Professional with 7+ years of experience including 4years of experience as a Service-Now suite developer and administrator.
* Direct hands on experience on various IT Services of Service-Now tool like **Service Catalog Requests, Asset Management, Configuration Management, Service-Now Administration, Incident and Problem Management, Knowledge Management, Reporting, Integration with Web Services**.
* Experience with **complex integrations within the ITSM environment** such as ServiceNow -Siebel, ServiceNow - Web service integration with third-party application HPSM-MS exchange.
* Good knowledge of **CMDB and Asset Management Services** Business Services and Configuration item relationships.
* Expertise on creation of **workflows for Service Catalog items** in Service-Now.
* Service-Now **Administration** and Production support including maintenance of lower life cycle instances.
* Monitored health, usage and overall compliance of the **Service Now** application.
* Knowledge in object oriented analysis design and application development.
* Loads, manipulates and maintains data between Service-Now and other systems.
* Experience in web development and application development using **HTML, XML.**
* Expert in JavaScript and prototype scripting used in Service-Now
* Expertise in issue debugging, root causes analysis for Service-Now application.
* Expertise in planning and implementing the releases. Hands on experience in dealing with deployments using update sets.
* Experience in migrating between various environments in Service-Now using **Update Sets**.
* Experience in loading data into Service-Now using **Import Sets**.
* Good understanding of **object oriented** analysis design and application development.
* Functional knowledge and implementation experience of **ITSM** frameworks**.**
* Hands on experience in **web development** using **HTML, JavaScript and CSS.**
* Good experience in application development using **Java/J2EE, JSP, Struts and Spring.**
* **Strong team player** , ability to work independently and in a team as well, **ability to adapt** to a rapidly **changing environment**, commitment towards learning, Possess excellent communication, project management, documentation, **interpersonal skills**.
* Experience in Remedy ARS 7.6, ITSM 7.6 Incident and Problem management 7.6, SRM 2.x/7.6, Change Management 7.6, Asset Management 7.6, SLM 7.6, BMC Analytics, Remedy Import.

**Technical skills :**

* **ITSM Tools**: Service-Now, ITSM Suite, HP Service Manager, HP Asser Manager
* **Languages** : C, C++, Java, J2EE, HTML, XML, JavaScript, SQL
* **Databases** : Oracle 10g, SQL Server 2005
* **Application Servers**: IIS 5.0, Apache, Tomcat, WebLogic
* **Operating Systems :** Windows 7, Windows 2008/XP, UNIX
* **J2EE**  : JSP, Servlets, Struts, Spring, Hibernate, JNDI, JMS
* **Certifications** : HP Service Manager Advanced, HP Asset Manager Essentials

**Professional Experience:**

**Client: Gap Inc.**

**Location: Pleasanton, California Nov’15-Tilldate  
Service Now Developer**

**Project Description:** Implementing Service Request Management from End-to-End including the integrations with other tools and giving L3 support for the whole Service Catalog Application including resolving the incidents and problem tickets on Service Catalog.

**Responsibilities:**

* Development of Service catalog which includes creating new **catalog items, designing workflow and execution plans.**
* Discussing the business requirements with clients and documenting them into process requests.
* A Service Now expert with experience on implementing end-to-end Service Catalog, **Incident Management , Configuration Management (ITCM) & Asset Management (ITAM), Change Management and Release Management** with Knowledge of **Content management.**
* Implementation, Customization and Maintenance of **ITIL modules** such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in ServiceNow.
* Involved in **cloning activities like raising the request for cloning** and excluding some tables to not come under cloning.
* Worked on change management module by enhancing the tool to the stakeholders and made it easy to understand.
* Worked on **CMDB** from the scratch.
* Worked on **DISCOVERY** and set up mid servers and check for the connectivity, Became an expert in troubleshooting Discovery tool.
* Worked extensively on **LDAP integrations**. Very good understanding of Integration with these varieties of protocols: **SOAP, JDBC, and ODBC**.
* Good knowledge on **Single Sign on** and event based integrations.
* Setting up **Configuration Management** from scratch defining the **CI** classes and their relationships.
* Configured multiple Catalog Items Front-end web / GUI components using **JavaScript, CSS, cHTML5**
* Writing **Catalog client scripts** and UI policies to make client side changes.
* Creating the UI pages to use them in catalog items, **Implemented using UI scripts.**
* Writing script includes invoking them in reference qualifiers or **variable scripting.**
* Integrating Service catalog module with “**Net cool**” monitoring tool using Web Services and fixing the issues which come up while the tolls are getting interacted.
* Responsible for the ServiceNow tool administration module and creation of new Users, Groups, Roles, IT Services, Application, Business Services, Routing rules and Blackout Freeze rules.
* Created many scripts which includes **Business rules** (server side code) and also modified **OOB.**

**Environment:** ServiceNow, Eureka, JavaScript, HTML 5, Windows 7.

**Client: NBC Universal**

**Location: New York, New York Nov14–Sep’15  
ServiceNow Developer/Admin**

**Project Description:** Work as production support engineer for ServiceNow system. Involved in integration and changes with regards to the ServiceNow tool. Worked in the Service Catalog, CMS and Incident module customizations along with enhancements

**Responsibilities:**

* Working with client and functional requirements within ServiceNow.
* Assisting client implementing the **MSP (Managed Service Provider) instance** for Service-Now and domain separation for Service-Now Instances**.**
* Facilitating **rollout of new applications and modules**.
* **Design and implement new functionality** using Business Rules, UI Policies, and Access Lists etc.
* Service Catalog and Request Workflow Design and Configuration.
* Designing the **Content Management System for Varian system** which involved layout, CSS and service catalog work.
* Created various **workflows for Incident Management**, Change Management, Service Requests and SLA's.
* 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** in order to check for the data collected through discovery is accurate.
* Written script includes and invoked them in business rules and client scripts.
* **Imported many ci’s** using import set tables.
* Created data sources and loaded the Service-Now tables with different data formats.
* Created transform maps both automatic field mapping and scripting.
* Also worked on **Asset Management and loaded the data into it**.
* **Integrated Fire eye tool with Service-Now** using Email integration i.e. inbound actions scripting.
* Worked on the integration of ServiceNow with Siebel, integrated Service Catalog and Incident module.
* Used JMS integration to fulfill this requirement, worked on Scheduled Jobs and Mid Server Script Includes to fulfill the requirements.

**Environment:** ServiceNow, AJAX, JavaScript, CSS, XML, HTML, XHTML, Windows 7

**Nissan - Los Angeles, CA Dec ‘13 – Oct ‘14**

# Role: Service Now Developer/Admin

**Project Description:** The project involved performing day to day administration of the Service-Now tool to maintain business services in Service-Now tool. This project mainly includes the automation of the Helpdesk support and service operation, maintenance of SLA metrics across process and on call coverage features.

**Responsibilities:**

* 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.
* Developed and configured Service Now Platform.
* Development of Business Rules, Client Scripts, UI Actions, Record Producers for Tracking of tickets
* Worked on complete life cycle to implement Service Now on Berlin version.
* Worked with database backup, restore, and disaster recovery operations using RMAN.
* Worked in configuring and implementing Oracle Data Guard solutions for Live Systems.
* Defined user roles, groups and Configured LDAP integration and scheduled a nightly LDAP refresh.
* Developed Incident management. Using of WSDL for Soap messages, Perl attachments, Homepages, Portals, PDFs creator, emails, catalogs, modules and applications.
* Customized UI Appearance for Problem and Change Management Application.
* Design and Configuration of workflows to meet specific business needs to support ITIL and business processes.
* Setting up Change Management along with Advanced Risk Assessment Calculator (on a script include level).
* Database Administrator activities such as Upgrades, Patches, TAR Support, Performance Tuning, capacity planning, script development and documentation.
* Planned and implemented high availability solutions using Oracle 10g RAC, Standby Database using Oracle Data Guard.

**Environment:** Service Now, JavaScript, HTML 5, and Windows 7.

# Client: General Electric, Fairfield CT Sep 12 – Oct ‘13

**Remedy /ServiceNow Developer**

**Responsibilities**:

* Creates workflow and web prototypes, Designs, codes, and tests technical solutions for ServiceNow.
* Installed and configured ARS 7.6.4, Asset Management 7.6.4, Service Desk (i.e. Incident   
  Management & Problem Management), Change Management 7.6.4, Service Level Management 7.6.4 on Windows/SQL Server environment.
* Create and use update sets to move customizations between ServiceNow instances.
* Develop custom integration components (SSO, LDAP, etc.) and integrate legacy systems with ServiceNow using mid-server, web Services, email and other relevant technologies.
* Experience in the development and ongoing management of the ServiceNow cloud environment to align organization with ITIL Best Practices, grow the Service Catalog across mission support and to build out CMDB.
* Interface with ServiceNow technical solutions, such as Cloud Infrastructure, to successfully set up the SaaS platform.
* Integrate data feeds with ServiceNow and other systems (for discovery of assets, dependencies, automation, etc.)
* Performed several customizations activities within the ServiceNow applications such as Incident, Problems, Change, Asset and Service Catalog Modules with in Dublin/Calgary versions.
* Working with links, forms, lists and customization of in-built applications of ServiceNow.
* Policies, report capacity and availability, updating the ticketing system.
* Uses scripting tools and Service-Now functionality to create script to automate rote tasks being done in Service-Now.
* Improved the performance of the application by removing the repetitive workflow and adding indexes on fields which are used commonly, and made configuration changes.
* Maintain a technical relationship with BMC Remedy and its support partners with regards to requesting enhancements, license management, reporting and tracking bugs, and planning upgrades.
* Responsible for creating forms, Views and designed new workflow using Active links, Filters, Menus and Escalations.
* Interact with BMC and internal teams to help solve critical issues.

**Environment**: Remedy ARS 7.6, ITSM 7.6 Incident and Problem management 7.6, SRM 2.x/7.6, Change Management 7.6, Asset Management 7.6, SLM 7.6, BMC Analytics, Remedy Import, Windows 2003/XP, Oracle 11i/R2.

**Siemens AG -Hyderabad, INDIA Apr ’09 – Mar 12**

**Production support Engineer**

**Project Description:** The aim of this particular project was to provide support to British Airways customer environments.

**Responsibilities:**

* Providing On call support for highly critical issues outside the office hours.
* **Bug fixing of Service Manager and Asset Manager** different versions.
* Setting up customer system on our lab systems. Did for Boeing and Thomson Reuter.
* Most of the work involved in exploring the code and understanding the logic in customer environment.
* Used to interpret **exceptional (boundary) cases and handled** them appropriately.
* Participated in **post-incident Problem management** processes to identify the root causes of issues, and then develop plans to remediate issues.
* Developed moderately sophisticated database queries to extract data from various tools, filter and transform the data (pivots, etc.) and visualize data for reports and present.

**Environment**: Service Center 6.2, Service Manager 7.11, Oracle, Windows XP.