 CSA

**Name: NAVEED**  
**Email:**[**naveed0814@gmail.com**](mailto:naveed0814@gmail.com)  
**Contact: (972)872-8534**

**PROFESSIONAL SUMMARY**:

* Over **8+** years of**experience in** IT industry **with 5**+ **years of experience in** ITIL and IT Service Management Solutions in IT infrastructure with expertise in the ITSM suite (Service Now) as a Service Now Consultant and 1 **year of experience as Java developer**.
* Design, configure and implement Service Now components to meet specific business needs to support ITIL and business processes that are simple, intuitive and easy to use, allowing customers to extend and customize.
* **Experience in designing and implementing** Incident Management, Problem Management, Change Management, Asset Management and Service Catalog.
* Development and Customization of Incident, Problem and Change management applications per ITIL processes and policies.
* Expertise on defining workflows in Service Catalog items, Approvals and Dynamic tasks in ServiceNow.
* Developing **Java Scripts** and configuring workflows to implement additional features, customizations and enable the process flows.
* Developed solutions utilizing Java Script to deliver solutions that automate and audit business processes through **UI Policy, Client Script, UI Action and Business Rules**.
* Expertise in Creating In bound web services using Scripted Web Services and Import Set Web Services between Service Now and procurement Systems.
* Experience in Integration with3Rd party tools **using SOAP Messages** and **Scripted Web Services.**
* Experienced in complex transform scripts in transforming the data into the SNOW database.
* Experience in working with Content Management System(**CMS**) using Jelly Script and UI Macros
* Extensive experience in Access Control Lists (ACLs).
* Expertise in doing **CMDB** bulk data, load data reconciliation with the help of transform map and transform script.
* Extensive experience of integrating ServiceNow with 3rd party tools with **SOAP** and **REST services**
* Experienced in different custom applications for automating the business processes of customer.
* Configured SAML 2.0 **SingleSign-on** authentication, OKTA Single Sign-on authentication.
* Experience in creating outbound Email Notifications using Email Templates.
* Expertise on all the phases of the **Software Testing Life Cycle** ranging from Requirements gathering to User Acceptance Testing, Defects Tracking Till Closure.
* Experience in **Software Testing** on **manual and automated testing tools** in ecommerce, Financial, Banking, Healthcare and Insurance domains.
* Good Knowledge in **Web services testing** in consumer side.
* **Expertise** in participating in **Test Plan** with QA lead and other team members.
* Analyzing bugs, interaction with development team members in fixing the errors.
* Expertise on Verification and Validation methods, Data integrity testing using SQL.
* Expert in testing web based applications, desktop/window applications, and client-server applications.
* Strong Experience in Design, Development and Execution of Test cases, Test Scenarios and Automated Scripts.
* Ability to work on cross platforms including any flavor of UNIX and Windows.
* Excellent interpersonal and communication skills and ability to work in a team as well as individually and interacting with development team and business analyst.
* Hard working, highly motivated and reliable individual with a constructive approach to the business, client and to other team members.
* Highly motivated team player with good written and verbal communication skills.

**TECHNICAL SKILLS**:

|  |  |
| --- | --- |
| Programming Languages | C, C++, Java, SQL, PL/SQL,.NET |
| Scripting Languages | JavaScript, VB Script |
| Databases/Tools | SQL Server, Oracle 9i/10g, ServiceNow. |
| Web Application Technologies | HTML, XML 1.0, JavaScript 1.x, JQuery 1.x, CSS 2.1, Web Services. |
| Testing Tools | Quick Test Pro (QTP), Rational Clear Quest, Selenium. |
| Operating System | Windows, UNIX, Linux |

**PROFESSIONAL EXPERIENCE:**

**Travel Click, Orlando, FL Sep 2016 – Till Date**

**Role: Service Now Developer/Admin**

**Responsibilities:**

* Configure and customize Incident Management and Problem Management applications to meet Business Requirements.
* Create Order Guides according to the client requirement.
* Maintained and administered the implemented instance of ServiceNow modules including: Incident, Change, Problem, and Service Catalog.
* Writing **Business Rules**, **Client Scripts, UI Policies** and **UI Actions** to customize the instance as per Business needs.
* Create and load catalog items and record producers.
* Created various **front end forms**, and associated **Client Scripts**, **UI Policies**, including advanced customizations that require modifications of **UI Pages/Macros**.
* Build reports, gauges and home pages.
* Create and use update sets to move customization between systems.
* Search, populate and customize the knowledge base.
* Involved in providing Implementation and production support for **Service Catalog, Asset Management, Knowledge Management modules**.
* Handles incident resolution for **ServiceNowinstances** and tenants including troubleshooting and patching.
* Assisted in enforcement of development deadlines and schedules.
* Managed users and groups access rights, business rules, global controls and scripting.
* Configuration of **Email Notification** and **Alerts** to notify users about specific activities in the system.
* Developed operational requirements documentation and train operational staff to maintain solution.

**Environment:** Service-Now, Asset , change Mgmt, CSS, HTML, Web Services, CMDB, MS SQL server 2008, Angular, Ajax Service Oriented Arch, Web Services, File builder, Service Now Module Testing.

**Texas Instruments, Richardson, TX Dec 2015 – Aug 2016**

**Role: ServiceNow Developer / Admin**

**Responsibilities**:

* Design and configured the Incident, Problem and Change Management applications supporting **ITIL** and business providers.
* Customized **UI Appearance** for Problem and **ChangeManagementApplication** which is simple, **intuitive** and easy to use.
* Created, monitored, modified and published **workflows** with approvals.
* Created reports, workflows, and data imports for **Incident, Problem, Service Request** and **Change ServiceNow** modules.
* Utilized **JavaScripting** to deliver solutions that automate and audit business processes using **UI Policy**, **Client Script, UI Action** and **Business Rules**.
* Involved in introducing **AngularJSPlugin** into **ServiceNow** and widely used it in creating the front end view of Portal.
* **Configured Service Level Agreements** to define certain levels of service from both **internal** and **external** providers.
* Created and Maintained foundation data- User Accounts, Approvers, Support Groups.
* Create and use update sets to move customizations between systems.
* Prepared requirement specifications and design documents.
* Responsible for maintaining and growing data held within ServiceNow such as **users, locations, configuration items, service catalog items.**
* Optimized and **Monitoredsystem** performance and provided system statistics and reports to the Business.
* Responsible for preparing design level, program level and user level documentation.
* Use business analysis skills to **directly interface** with **customers** to **design** and **build applications** that meet business goals and objectives.
* Understanding the requirements and designing the workflows.

**Environment:** Service-Now, Crystal reports 2008/9.x, CSS, HTML, Web Services, CMDB, BIRT 2.5.1, MS SQL server 2008

**Legg Mason-Baltimore, MD. Sep 2014 – Nov 2015**

**Role: ServiceNow Developer/Admin**

**Responsibilities**:

* Involved in analysis of end user requirements and business rules based on given documentation and worked closely with **tech leads** and **Businessanalysts** in understanding the **current ServiceNow system**.
* Developed solutions in the service-now platform that are **ITIL V3compliant** and defined business solutions for ITIL users.
* Setup the process for Incident Management, Problem Management, Knowledge Management, Change Management, Asset Management and Service Catalog.
* Involved in coding the Business Rules (Server Side Scripting), Client Scripts (Client Side Scripting), Script includes in the ServiceNow
* Set up the **SLA** for the incident, problem, change management processes as per the requirement
* Worked with business analyst to create and **modify ServiceCatalogs** and **Request Workflow Designs**.
* Designing the **Content Management System** for Varian system which involved **CSS**, **Service catalogs**
* Responsible for creating various workflows for **IncidentManagement**, **Change Management**, **ServiceRequests** and **SLA's**.
* Involved in migration between various **ServiceNowinstances** using **UpdateSets**
* Worked on loading the data into **ServiceNow** using **import sets**
* Imported **Configuration Items(CI)** from third party applications using import set tables
* Experience in configuring **emailnotifications** in ServiceNow
* Worked on **creating users, roles, groups** and Configured **LDAPServer** and **LDAP** Listener for updating the user and **group table record**
* Responsible for creating homepages including basic reporting, gauge configuration and dashboard presentation.
* Created **Order Guides** for New Employee and Contractor On boarding, Terminating Employee and Transfer of Employees.
* Involved in running the daily and weekly jobs to push the data into the application using Import Sets and Transform Maps.
* Loaded Assets and Configuration Items, Created relationships between Cis and Assets
* Provide training on service-now process, operations and capability to all required teams.
* Involved in production support for all the Service-Now related issues.

**Environment:** Service Now, Asset Management, Incident Management, Problem Management, Fire eye, HTML, Java script, CSS, CMDB

**Petco**, **San Diego, CA** Nov’2012– July 2014

**Role: ServiceNow Developer**

**Responsibilities:**

* Communicating with end users, identifying their difficulties and changing the applications as per their requirements.
* Configured UI Page and UI Macro using the Jelly and JavaScript.
* Managed end user portal and **created dynamic**, **static block** for the content management system.
* Implemented best practice of **ServiceNow Scripting**, which enhanced the System performance.
* Designed **Workflows**, along with standard **Workflow** templates which can be reused.
* Strong knowledge of the server side scripting **Business rules** and **Script Includes**.
* Implemented **ServiceNowITSM** applications using **ITIL V3** services best practice processes, methods, testing, and training projects for multiple, diverse organizations.
* Planning and coordinating the execution of Implementation along with Technical/Business validations post every Maintenance/Major release in **ServiceNow**.
* Implementation of Software and Change Management, ServiceNow Change Management.
* Implementation of changes to improve automation and efficiencies in ServiceNow.
* Technical implementation of various ServiceNow modules such as Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management.
* **Managing ServiceNow (Change Management) ITIL** Automate and standardize business processes for all Go-Lives. Consolidating all global IT to a single system of record.
* Involved in daily, weekly and monthly meetings with client on the work progress and discussions on the upcoming work.
* Responsible for Development Team Performance and involved in grooming & mentoring team members on various processes.
* Did performance tuning of the ServiceNow and also worked on System Diagnosis.

**Environment:** Remedy ARS 8.x/7.x, CMDB, Remedy ITSM 8.1, Remedy Migrator 7.6, Remedy Data Import 8.1, Crystal reports 2008/9.x, BIRT 2.5.1, SRM 7.6, MS SQL server 2008

**Sonatasoftware–India June2009– Sep’2011**

**Role: Java Developer**

**Responsibilities:**

* Object Oriented Analysis and Design for the system from use case and requirement documentsusing UML, Rational Rose.
* Involved in designing system architecture and identifying proper patterns and framework for the system.
* Participated in analysis activities, software design and design reviews with Sun Microsystems.
* Communicated with Business Owners to finalize Use Cases, Design documents and System
* Architecture documents.
* Designed EJB components using EJB design patterns. Used J2EE Design Patterns such as SessionFacade, Business delegate, Factory, Request Helper, Command, Singleton, Value Objects andData Access Object.
* Designed Presentation layer using MVC, Struts framework. Designed Action classes, Action
* Forms and controller design.
* Designed Web Services architecture for the application using SOAP, XML/XSLT, WSDL and UDDI.
* Designed wizard based Credit application module for the application. This module is the heart ofthe application and was a complex one.
* Co-ordinate the user interface design with the separate group responsible for the HTML layout.

**Environment:** Java, JSP, HTML, Servlets, Java Script, DB2, SQL, PL-SQL, JDBC, UML, Apache Tomcat.