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**** ITSM / Process Consulting / Developer & Admin 

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**Professional Summary:**

* 8+ years of experience in IT with 5+ years of experience in **ServiceNow Development and Administration**.
* Experience in Software Development Lifecycle (SDLC) managing **project scope, requirement definition, resource management, change management, analysis, managing work schedules, project status reporting, project coordination, and conflict resolution.**
* Design and engineer solutions leveraging all appropriate components offered by Service Now to answer the needs for **Business workflows, ticketing or other ITSM requirements.**
* Service-Now tool used in ITIL Management. Strong understanding of **ITIL V3**.
* Expertise in Design and configure **ITSM** and customizing the applications using **Java script, AJAX, HTML and DHTML** in ServiceNow.
* Experience on Technical implementation of **Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management, Reporting, Discovery, performance analytics, orchestration and Integrations, Strong experience in JavaScript**.
* Experience in Service Now **discovery** configuration to populate **CMDB.**
* Expertise in developing **Client Scripts, Business Rules, UI policies, UI actions, Script Include, SLA, Import sets.**
* Expertise in scripting using **Glide Script, Java Script, Jelly Script, AJAX.**
* Knowledge in using **Glide Scripting** for creating **UI Action and business rules.**
* Integration of ServiceNow with **LDAP, Single Sign On, SCCM.**
* Expertise in integration ServiceNow with third-party tools using **SOAP, REST**.
* Experience in integrating ServiceNow **Active Directory** and with various **Java based Web services, JIRA, BMC Remedy**.
* Experience in creating and configuring the **SLAS** as per the requirement.
* Experience in working with **Workflows, Import Sets, and Update Sets.**
* Customized Scripting on **Service Catalog/Email Template/Workflow script.**
* Working experience with relational databases like **Oracle, MS SQL Server, My SQL.**
* Hands on Experience and Good Knowledge on **Angular JS Frame Works.**
* Experience in designing User Interface (UI) applications and professional web applications using **HTML 4.0/5, CSS2/CSS3, JAVASCRIPT, JQUERY, AJAX, JSON AND XML.**
* Technical skills encompasses **Java, J2EE (JDBC, Servlets, JSP, Custom Tags, AXIS, WSL, jQuery, web services (SOAP, RESTFUL), spring & Hibernate frameworks), ORM, XML,HTML5.0, CSS, DHTMLX, Agile, UML, Json, AngularJS, JSTL, Apache,, Jelly script and Java Script, HP Quality Centre 10.0 and 11.**
* Experienced in the management of all phases of the application lifecycle and best practices including Requirement Gathering, Design, Development, **Testing (application code and user acceptance).**

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| Web Technologies | HTML, XHTML, Java script, CSS, XML |
| Languages | Java, SQL, JavaScript, XML |
| Software Methodologies | SDLC, Agile, Scrum |
| Databases | SQL Server 2008/2012, Oracle 10g |
| Testing Tools | HP Quality Centre 10.0 and 11 |
| ServiceNow  Administration | Service Catalog configuration, Incident Management, Problem Management, Change Management, Knowledge Management, Asset management (RITM), LDAP, Personalizing Forms, Personalizing Lists, scripting, create update sets, Move update sets between instances, ICM changes. |
| Operating Systems | Windows XP, 7, 8.1, 10, Linux, Mac-OS |
| ITSM Tools | ServiceNow, ITSM suite ITIL |

**Professional Experience:**

**Client: Whirpool,Remote June 2018-Present  
Role: Implementation Specialist**

**Roles and Responsibilities**:

* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in Service Now.
* Worked on creating and configuring the Applications, Modules, Business Rules, Client Scripts, UI Actions, and UI Macros in Service Now.
* Gather requirements from users for attributes needed to develop Service Catalog items. Work with architect to deploy daily requirements.
* Review business process and requirements including in project plan for ServiceNow implementation.
* Developed Service catalog by **creating new catalog items, designing workflows and execution plans.**
* Create Email Templates and Email Notifications based on the requirements.
* Designed Workflows, along with standard Workflow templates which can be reused.
* Support the team responsible for the implementation and administration of the ServiceNow installation, including **managing system configurations,** gather and document user and process requirements, develop workflow customizations, and perform **quality assurance testing and user acceptance testing.**
* Implement Service-Now customization including, but not limited to, **Client Scripts, UI policies, UI Actions, Script Includes, Business Rules, workflow administration, report setup, and data imports and exports**
* Created the UI pages and UI Macros to use them in catalog items implemented using UI scripts
* Worked with the stakeholders to gather requirements for the attributes required to develop Service Catalog items.
* Worked on Service Catalog in introducing new Catalog Items based on the Clients requirement.
* Worked on Business Rules, Client Scripts, UI Policies, UI Actions, Data Policies and Data Dictionary.
* Created/Update Sets to migrate customizations from Development instance to Test, UAT and Production Instances.
* During development, worked with **JavaScript, XML** to create front-end and back-end components such as forms, buttons, views, pages, business rules and workflows.
* **Creating roles that provide selective access to Service Now** and then assigning these roles when user needs to access a functionality. This helped a lot in maintaining privacy between users and the system.
* Communicating with end users, identifying their difficulties and changing the applications as per their requirements.
* Involved in Developing **java scripts validation**, UI Scripts, UI ActionScript includes and various business rules.

Environment: ServiceNow Kingston & London, Incident management, Change Management, Problem Management, Service Catalog, Service Portal HTML, Java Script, CMDB, CMS HTML, CSS, Jelly, Glide

**Client: BCBS, Durham, NC Oct 2017 – May 2018**

**Role: ServiceNow Developer**

**Roles and Responsibilities**:

* Worked with clients to assess current state processes and tools, defined Service Now requirements and developed and configured the Service Now platform.
* Worked on **CMDB** and **Asset management**. Performed Data migration to import data from other applications and external databases.
* Installed MID Servers on remote desktop and conducted tests required for **Discovery**.
* 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 **Discovery** to update and insert asset information on a regular basis.
* Used **Bootstrap**, **Angular**-**Js** in effective web design.
* Worked on Design and configuring **ITSM** and customizing the applications using **Java script.**
* Worked on various modules of Service Now like **Incident management, Change management, Problem management, Service Catalog, User Administration, Reporting and Discovery.**
* Created various **front-end forms**, and associated **Client Scripts, UI policies**, including advanced customizations that require modification of **UI Pages/Macros**.
* Trained and utilize the ServiceNow Portfolio Project Management (PPM) module to manage all service transitions to production and ensure ongoing operations
* Designed **Workflows** along with standard Workflow templates which can be reused.
* Supported the team responsible for the **implementation and administration** of the Service Now installation, including **managing system configurations, gathered** and **documented** user and process requirements, developed workflow customizations, and performed **quality** **assurance testing and user acceptance testing.**
* Strong knowledge of the server-side scripting **Business rules and Script Includes**.
* Worked on End to End implementation of CMDB module using Discovery tool in ServiceNow.
* Implemented Discovery, Orchestration, CMDB and Asset Management for various customer.
* Worked with **Apache Jelly** to create various kinds of UI pages and Macro templates.
* Implemented **JDBC** Export to execute custom **SQL queries** in the target database based on requirement.
* Involved in performing Audits and recovery operations of **SSAS** objects.
* Created Data Sources from various external applications, scripts to parse incoming data and transform into Service Now.
* Developed **reports** as per requirements from management.
* **Documented** all implementations and best practices defined within team.
* Experience on developing new **service catalog** items and fixing bugs in **incident, problem** and **change management**.
* Trained Service Desk team and organized meetings to review content and testing efforts for testing in **UAT** for quarterly releases.

**Client: Express Scripts, St. Louis, MO Nov 2015 - Sep 2017**

**Role: ServiceNow Developer/Admin**

**Roles and Responsibilities:**

* Involved in creating users, groups, roles and load the data to service now using import sets on daily, weekly or requirement basis.
* Involved in Development of **Service Catalog** which includes creating new **Catalog items, designing workflows and execution plans.**
* Hands - on experience in implementation of various IT processes on ServiceNow such as Incident and Problem Management, Change Management, HR Catalog, Service Catalog, PPM and other ServiceNow modules.
* Developed, customized login pages and designed service catalogs using **Content Management System.**
* Configured and retrieved the service catalog items from the databases for user friendly in new **CMS UI pages**.
* Communicated with end users, identifying their difficulties and changing the applications as per their requirements.
* Implemented ServiceNow **ITSM applications using ITIL V3** services best practice processes, methods, testing, and training projects for multiple, diverse organizations.
* Worked with Record Producers, Flows and **Orchestration** in service Catalog Management.
* Installed and maintained a staging and production instance of HP Operations **Orchestration**.
* Supported the team with improvising the **Discovery** tool and the configuring the CI's.
* Exported migrating data by creating **power shell scripts.**
* Deployed WSPs and complex solutions using **power shell.**
* Used **Power Shell Scripting** for Day to day activities to backup and restoring of sites, editing permissions, maintaining alerts.
* Experienced in Service Now Event Management by configuring Event Mapping Rules, Event Transform Rules, Alert Rules, Incident Templates.
* Worked on Software Development Lifecycle (SDLC) managing **project Portfolio**
* Managed ITIL Processes monitoring overall system performance using the System Performance and System Diagnostic dashboards. Integrating ServiceNow with other systems and customization.
* Integrated with **BMC Remedy** using **SOAP Messages** and **Scripted Web Services.**
* Involved in **LDAP integration** with ServiceNow for obtaining users and groups.
* Extensively used **Glide Ajax** in Client Scripts to call Server-Side Script Includes.
* Extensively worked with **Events** and **Notifications**.
* Created **Record Producers**, **Order Guides** and **Catalog Client Scripts** and **Work flows**.
* Involved in migration between various environments in Service Now using **update sets** and **import sets**.
* Created Workflows, Sub flows and Tables on both **Geneva** and **Helsinki**. Managed inbound and outbound notifications in **Fuji and Eureka**.
* Involved in Development of UI pages using **HTML and jelly scripting** for ESS (Employee Self-Service) portal.
* Handling the Web responses and Parsing the **XML and JSON** data to load into tables using XML and JSON parsers in ServiceNow.
* Managed Data Population for New **Catalog Item, Maintenance of CI** (Configuration Items) and **workflows** in CMDB module.
* Imported data into CMDB using Transform Maps and build relationships manually for CI’s which are not in scope of discovery.
* Responsible for creating homepages including basic **reporting, gauge configuration** and **dash board** presentation.
* Involved in upgrading version of ServiceNow from **Fuji to Geneva** with focus on Service Catalog and have knowledge with patches for same version.
* Configured multiple Catalog Items Front-end web / GUI components using **JavaScript, Soap, web services, CSS, HTML5.**
* Worked on **Glide AJAX** and **Glide Records** for scripting and **UI actions.**
* Implemented **JDBC Export** to execute custom **SQL queries** in the target database based on requirement.
* Created Data-driven Packages in **SSIS** **2012** as part of the automating the process for the Referral Process.
* Worked on scheduling the **reports generation** in ServiceNow as per the requirements.
* Participated in meeting with SME's and Project Managers to analyze the requirements and developing the **workflow design** of request items using **Agile Methodologies**.
* Deployed the application on **Tomcat server** at client locations.
* Involved in various stages of the project life cycle primarily design, implementation, testing, deployment and enhancement of the application.

**Client: Ohio Healthcare, Sacramento, CA Aug 2013 – Oct 2015**

**Role: ServiceNow Developer/Admin**

**Roles and Responsibilities**:

* Worked with clients to assess current state processes and tools, defined Service Now requirements and developed and configured the Service Now platform.
* Worked on **CMDB** and **Asset management**. Performed Data migration to import data from other applications and external databases.
* Installed MID Servers on remote desktop and conducted tests required for **Discovery**.
* 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 **Discovery** to update and insert asset information on a regular basis.
* Used **Bootstrap**, **Angular**-**Js** in effective web design.
* Worked on Design and configuring **ITSM** and customizing the applications using **Java script.**
* Worked on various modules of Service Now like **Incident management, Change management, Problem management, Service Catalog, User Administration, Reporting and Discovery. s**
* Upgraded from **Dublin** to **Eureka** and **Eureka** to **Fuji**.
* Interacting with CMDB stakeholders group and adding attributes into CMDB by the given user data.
* Created various **front-end forms**, and associated **Client Scripts, UI policies**, including advanced customizations that require modification of **UI Pages/Macros**.
* Designed **Workflows** along with standard Workflow templates which can be reused.
* Supported the team responsible for the **implementation and administration** of the Service Now installation, including **managing system configurations, gathered** and **documented** user and process requirements, developed workflow customizations, and performed **quality** **assurance testing and user acceptance testing.**
* Strong knowledge of the server-side scripting **Business rules and Script Includes**.
* Worked with **Apache Jelly** to create various kinds of UI pages and Macro templates.
* Implemented **JDBC** Export to execute custom **SQL queries** in the target database based on requirement.
* Involved in performing Audits and recovery operations of **SSAS** objects.
* Created Data Sources from various external applications, scripts to parse incoming data and transform into Service Now.
* Developed **reports** as per requirements from management.
* **Documented** all implementations and best practices defined within team.
* Experience on developing new **service catalog** items and fixing bugs in **incident, problem** and **change management**.
* Trained Service Desk team and organized meetings to review content and testing efforts for testing in **UAT** for quarterly releases.

**Client: Syniverse Technologies, Bangalore, India Jun 2011 – July 2013**

**Role: ITIL Analyst**

* Provided technical support for **Incident Management, Problem Management, Knowledge Management, Release Management, Reporting, Email Notification, Email Templates, Service Catalog, User Administration, Reporting, CMDB, Asset Management, Services, Web services, and Integration** with other systems.
* **Collect, review, analyze, manage, backlogs** (user's stories & defects) from process owners and Service Owners.
* Responsible for creating homepages including basic **reporting, gauge configuration and dash board presentation.**
* Coordinate **Problem Management team and Incident management**.
* Pulling reports and scheduling the reports as per the client requirement.
* Maintained existing data migration program with occasional upgrades and enhancements.
* Worked **with windows team, network team and Asset team to check** for the data collected through discovery is accurate.
* Worked on ServiceNow related **Application training and testing**.
* Compiled Test Scripts for Functional Testers on Change Management and Incident Management.
* Created new **Business Rules/Script Includes/Client catalog script/Client Script.**
* Imported Active Directory to Service now using data sources.
* Worked on Asset Management and loaded the data into it.
* Working on different kinds of variables and variable sets.
* Worked on Microsoft Excel for creation of **Pre-Implementation Plan, Implementation Plan and Back out Plan**.
* Provides **expert-level support** and technical **mentoring to junior developers** and platform administrators.
* **LDAP integration and troubleshooting the issues related with LDAP.**
* Customized the Change Application to personalize menus and rules as per process requirements.
* Created and Maintained foundation data - **User Accounts, Approvers, Support Groups, Sites, Production m Categorizations, and Templates.**
* Attended/participated in Agile Scrum daily meetings with management and other team members where each team member discusses and report about their daily work status and about any issues.
* Strictly followed **Agile methodologies** during the project development.

**Client: AIMS 360, Hyderabad, India July 2010 – May 2011**

**Role: UI Web Developer**

**Role and Responsibilities:**

* Created some UI screens using **HTML** and **JavaScript, jQuery, CSS.**
* Designed and Implemented **Hibernate** as Data Access Layer for efficient database management and caching.
* Involved in developing **design specifications**, **website architecture** and **web application** based on the provided functional and requirements and design layout.
* Developed the web application using **MS SQL SERVER, HTML and JavaScript**.
* Developed **MS SQL Packages, Procedures, Triggers, Cursors** and **Functions** according to the requirement
* Designed and Developed Database using **MS SQL.** Extensively used select, **insert**, **update**, **delete**, **join** between queries while maintaining the database.
* Developed and maintained several websites using a content management tool SDL Tradion.
* Used JavaScript as the scripting language and is used for detecting the visitor's browser, validating the forms, providing event functions, animation etc.
* Developed the front end of the portal using **HTML, JavaScript, AJAX and CSS**.
* As a developer, coordinated with onsite team and client in understanding the business process and requirement understanding.
* Rapidly designed & built object-oriented, data-driven JavaScript working prototypes of applications. Implemented performance best practices to a web site.
* Introducing user-friendly and modern design styles into technical web applications to improve user experience and efficiency.
* Involved in setting up the environment, installing the **application** and **web servers**.
* Developed Back Office and Front-End forms/templates with Validations for **Login, Registration, maintain security through session / application variables,** deliver dynamic content using **HTML**, **JavaScript** and **Java** as required.
* Developed **CSS**, **JSP** and **Servlets**.

**EDUCATION:**

Bachelors from Osmania University  **May 2010**