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**Pooja**

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**Professional Summary:**

* Over **7+** Years of IT experience and **4** years of experience in **ITIL** related technologies, including **ServiceNow** Development, Administration.
* Expertise in complete end-to-end project implementation and consulting in **ServiceNow** and **BMC ITSM** Suite software leveraging best **ITIL** practices.
* Experienced in **ServiceNow** platform as both **Developer** and **Administrator** and **BMC Remedy** – **CMDB, BMC ADDM, BMC Enterprise Monitoring** and **Event Management** software.
* Experience in **designing, developing, customizing & administering ITSM suite** of applications.
* Managing data with tables, **CMDB** (configuration management) import sets Users, Groups and roles.
* Worked on Client, Server-side scripts to meet client requirements using **Glide Record APIs**.
* Developed solutions using JavaScript, Ajax, **Web Services REST APIs** and other web technologies to integrate ServiceNow with internal/ external systems and tools.
* Worked on fixing bugs and doing enhancements for **Incident, Problem and Change management** and **Service Catalog modules**.
* In-depth knowledge of the technical implementation of **Configuration** and **Asset Management, Change Management, Incident Management, Problem Management, Service Catalog, Reporting, Discovery**.
* Solid understanding of **Glide APIs, Server side** and Client-side scripting in **ServiceNow.**
* Proficient in developing **Client scripts, Business Rules, Web Service Import sets, Transform Maps** & developing scripted **Web Services.**
* Configured **PPM suite** and worked on the customization of the project portfolio management.
* **Experienced in Property and Casualty Domain and Billing Experience as a Business Analyst**
* Proficient in coordinating and collaborating with the client’s IT-enabled **Business Service** leaders to provide a holistic approach to reduce the cost of maintenance.
* Strong knowledge in all phases of **Software Development Life Cycle** (SDLC) for enterprise applications following Waterfall and Agile methodologies.
* Strong experience on testing methodologies and experience on the Preparation of design documents and support for **Integration Testing** &**UAT.**
* Experience in creating scripts like **Client** **Scripts, Catalog Client Scripts, UI scripts and UI Policies**.
* Experience in the development of Service portals, including mandatory skills in the use of HTML, CSS.
* Functional knowledge and implementation experience of **IT Service Management ITSM frameworks** and demonstrated project management skills and experience working directly with customers and clients.
* Good Knowledge on integrating **ServiceNow** with various third-party tools like JIRA and **Active Directory** using **SOAP**, **REST**and **LDAP.**
* Implemented system security by using Access Control Lists (ACL).
* Implementation of **custom dashboards, reporting** as well as Staff assessment on **ITSM** &**ITIL Processes.**
* Created various**portfolios** and monitored the analysis of these portfolios.
* Worked on various **portfolio dashboards**.
* Implement Enterprise Level Applications as per **ITIL** standards on **ITSM** platforms.
* Involve in **analyzing the requirements** and **Change Management** activities for new enhancement process for organizational change and application change in the wok around.
* Monitoring the Review **Test Cases** and Code also **data support team** globally.
* Enhancement coordination, discussion and Project release responsibilities and maintain with the tech team and helping process related activities.
* Attention to detail, proven to multi task dexterity, analytical and programming savvy, complex problem-solving abilities from the operational and technical perspective, and excellent Interpersonal skills.

**Technical Skill:**

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| --- | --- |
| **ITSM Tools** | ServiceNow, **BMC Remedy** ARS, Mid-Tier, DSO, Remedy Migrator 7.x/5.x, BMC Atrium **CMDB Remedy** Approval Engine. |
| **Web Technologies** | XML, HTML, Java, JavaScript. |
| **Operating Systems** | Windows, UNIX, Linux |
| **Tools** | Quest TOAD, OEM, SQL Developer, PL/SQL developer, SQL\*Plus, SQL\*Loader, Crystal Reports 10, Crystal Enterprise XI, Business Objects, Erwin, MS Office, MS Visio WINSQL, WINSCP |

**Work Experience:**

**Liberty Mutual, Dover, NH Mar ‘19 - Present**

**Role: ServiceNow Developer/Admin**

**Responsibilities:**

* Responsible for the technical specification and implementation of the **ServiceNow** Integration.
* Provided expertise on all technical questions related to development on of **ServiceNow** in the areas of **Service Portal, Incident, Request management, and Change management**.
* Gathered requirements for **SLA** and configured in ServiceNow.
* Developed a stand-alone functionality called “**Copy Change**”.
* Worked on **User Management** to add, update and deactivate users in ServiceNow.
* Worked on UI Macros and Script Includes.
* Incorporated the **coding standards** and **best practices** in the implementation.
* Deployed the developed code to Stage/QA/Production instances using Update Sets.
* Provided support during the UAT process and postproduction deployment.
* Gathered requirement from stake holders for attributes needed to develop Service Catalog items.
* Used **SOAP** and **REST** Web services for integrating Different Instances.
* Worked on **CMDB** and **Asset management**. Performed Data migration to import data from other.
* Extensive experience of integrating ServiceNow with third party tools and implementation of **SOAP** and **REST API**.
* Worked to develop new **service catalog items** and fix bugs in incident, problem and change Management.
* Build **self-service portals** like ESS, MSS, HRSS, to employees which was out of the box request and fulfillment process automation, which involves lot of coding when doing modifications using **Jelly tags** and **CSS styling.**
* Created the process to audit, track, and real time reporting for the senior HR managers or CEO’s to gauge the **HR management performance.**
* 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.
* Developed **reports** as per requirements from management.
* Worked on Web services for integration of ServiceNow with Skype4Business for language translation and Incident auto creation.
* Worked for client OXY which had an **assessment project** to assess their ServiceNow instance and look into the **issues** and **impediments** that need to be fixed.
* It was a complete dive in into the instance, almost touching every corner of the instance to check the process they follow.
* Documented all implementations and best practices defined within team.
* Configured end to end process for **Knowledge management** and worked on the knowledge Centered Support (**KCS**) plug-in.
* Took an **ACE Scan report** and going through each and every script to find the coding standards and issues which lead to performance issues.

**Environment**: Service catalog, Idea management, Demand Management, Project Management, Analytics, Incident Management, Problem Management, ITIL, LDAP, UI actions, Ajax, Glide Record, Html, Xml, jQuery, Jelly Script, Glide Script, LDAP, CSS

**Baxter, Glendale, Wisconsin Jan’18 – Feb ‘19**

**Role: ServiceNow Developer**

**Responsibilities:**

* Worked on various modules of Service Now like **Incident management, Change management, and Problem management, Service Catalog, User Administration, Reporting** and **Discovery.**
* Responsible for assigning work to different teams both On-shore and Offshore, making sure work is done to the highest possible quality.
* Developed technical solutions, perform **implementation** and component **integration** testing.
* Understand the business needs and the needs to standardize processes and build into design.
* Engaged in building **user training documentations** in **ServiceNow-Visual Task Board**, **Managing Service Metrics**, applications Support Tree Initiatives etc.
* Collected, reviewed, analyzed, managed, backlogs (user stories & defects) from process owners and Service Owners.
* Followed the Release process to develop and deploy the code in development to production.
* Upgrade to Kingston from Helsinki.
* Environments as per proper approval from functional leads.
* Integrated ServiceNow with new data sources.
* Created customer facing **portals** using **Content Management Systems**.
* Developed customized **portal** web pages in ServiceNow using **Bootstrap** JavaScript frameworks.
* Developed **HR service catalog** and Record Producers for employees with pre-defined services, benefits, Claims, HR complaints, change of reporting manager and another employee relationship item.
* Developed the **workflows** for the service request like whenever **HR service request** get submitted cases will be automatically assigned to HR specialist.
* Build advanced reporting which showcase the metrics of **HR team** into volume, type of requests, individual workloads, which really helped in aligning the services and improvement of **HR operations**.
* Sr. Developer for **Service Catalog**, rating systems, Service Requests configurations, **AD Integration** using SAML, Integration of federated CMDB through ServiceNow **Mid**-**Server technologies**, Integrated Single Sign On(**SSO**), **Incident Management, Problem Management, Knowledge Management** and **Change Management workflows** and **respective customizations**.
* Getting SAML details and enabling **SSO** for ServiceNow.
* Implemented Data Sources and created transform maps to import the data into the ServiceNow from different data sources.
* Created **Schedule Jobs** to run scripts, to import data by running Scheduled transform map.
* Built end to end employee **on boarding** and **off boarding workflows** which involves automated task assigned to reporting manager, asset mgmt. teams and other admin teams in the organization.
* Created scripts like **Client Scripts**, **Business rules**, **Script Includes**, **UI scripts** and **UI Policies** to customize the instance as per Business needs.
* Responsible for **access control**, security, minor enhancements such as form or workflow editing, and UAT/Regression testing of any development.
* Configured Integration Web Services with Third Party application by using SOAP Web service.
* Modified filter conditions, tables and new **KPI** source for performance metrics relating to incidents, problem, Catalog task metrics, change and met response/resolution **SLA.**
* Reviewed Change Requests & approve changes to ensure all changes conform to Change Management standard as summarized in Change Management grid along with SOX documentation review and scheduling of the change.
* Assisted in enhancing Technology **Self Service portal** to meet users' needs.
* Deployment checklist and test case document preparation.
* Developed UI Appearance for Service Catalog Requests.
* Used **Glide Scripting** for creating UI Action and Business rules.
* Created GROUPS for set of users and used them for approval, assignment, receiving notifications.
* Used **Access Control Rules** for securing and providing the right access to right person/role.
* Have hands on experience in upgrading the versions and worked on the recent release of **Kingston**.
* Used Update Sets for moving group of customizations from one instance to another.
* Worked on **CMDB** and **Asset management**. Performed Data migration to import data from other Applications and external databases.
* Expertise level understanding of ServiceNow programming and configuration skills. Create and manage scripts and workflow.

**Environment:** Service catalog, Idea management, Demand Management, Project Management, CMDB, UI scripts, Bootstrap, ServiceNow-Visual Task Board, Glide Scripting.

**Prudential Financial Inc, Newark, NJ May ‘17 - Dec ‘17 Role: ServiceNow Administrator**

**Responsibilities:**

* Technical implementation of various ServiceNow modules such as Change Management, Incident Management, Problem Management, **Service Catalog**, **Configuration Management.**
* Implemented best practice of ServiceNow Scripting, which enhanced the System performance.
* Work closely with service desk business and IT teams, support ServiceNow configuration including **upgrades** to latest **ServiceNow** releases.
* Implemented **Risk Management** for the Risk evaluation of the **change Request** associated with the Configuration Item.
* Performs version **upgrades** and **patching**, including scheduling **cloning** and migration of data from instances with **ServiceNow**.
* Communicated with end users, identifying their difficulties and changing the **applications** as per their 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**.
* 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.
* Planning and coordinating the execution of Implementation along with Technical/Business validations post every Maintenance/Major **release** in ServiceNow.
* Support and enhance existing customer **Portals** using ServiceNow CMS functionality including **Jelly Script** and **UI Macros**.
* Expertise on using **DISCOVERY** to load configuration information to **CMDB**.
* Developed **Integration** with System Center Configuration Manager (**SCCM**).
* Involved in customization of forms for various **ServiceNow applications**.
* Rendered data using Ajax and mustache template.
* Configured end to end process for **Knowledge management** and worked on the knowledge Centered Support (**KCS**) plug-in.
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, Soap, web services, CSS, HTML5.
* Worked on **UI Macros** to create pages as templates on requirement from the stake holders.
* Configured multiple forms for **Asset module** using **Configuration Management Database**.
* Resolved typical Users access and roles issues by checking **active directory** and users table.
* Creating database views to pull the reports on variables that are being used by catalog items.
* Written **Catalog client scripts** and **UI policies** to make client-side changes.
* Created the **UI pages** to use them in catalog items, implemented using UI scripts.
* Created Knowledge articles to document the steps in creating the **catalog items**.
* Worked on creating users, roles, groups and Configured **LDAP** Server and **LDAP** Listener for updating the user and group table record.
* Designed and created homepages including basic reporting, **gauge configuration** and dashboard presentation.
* Involved in performance tuning of the ServiceNow and also worked on System Diagnosis.
* Involved in documentation of **business processes**, functional requirements and conduct information flow analysis and **process modeling** within and across multiple business streams.
* Managed a team of offshore developers and getting them aligned with the process.
* Scheduled **cloning** and **migration** of data from instances with ServiceNow.
* Worked on Configuring rules, monitors and management packs in SCOM and involved in testing reports for correct mapping of the objects and data.
* Involved in various ServiceNow customizations as per client's requirement and also in migration between various ServiceNow instances using **Update Sets.**
* Prepared documentation for requirements, design, installation, unit testing and system integration of ServiceNow.
* Created **user manuals** for all the users on using Info View and exporting reports to various formats.
* Managing ServiceNow (**Change Management**) ITIL Automate and standardize business processes for all Go-Lives.

**Environment:** Service Catalog, Configuration Management, Change Management, SCOM, UI Macros, LDAP, CMDB.

**LATITUDE22, Indore, India Oct ‘13 – Dec ‘16**

**Web Developer**

**Responsibilities:**

* Involved in development, design and implementation of front end part of the application.
* Developed the UI Screens using HTML5, XML, JavaScript, Custom-tags and CSS3.
* Responsible for the overall layout design, color scheme of the web site using HTML5 and CSS3.
* Implemented user interface guidelines and standards throughout the development and maintenance of the website using HTML5, CSS3, JavaScript and JQuery.
* Worked with CSS3 background, CSS3 Layouts, CSS3 positioning, CSS3 text, CSS3 border, CSS3 margin, CSS3 padding, Pseudo elements and CSS3 behaviors.
* Used JQuery to select and manipulate HTML5 elements and also CSS3 manipulation.
* Used JavaScript DOM manipulation and JavaScript event to generate the data result in UI.
* Converted wireframes in templates including creation of brand identity, web site header, menu, information containers, grid styles, navigation, forms, buttons, icons, images, user components and application widgets creation with suitable color schemes.
* Worked with the team of architects and back-end Developers to gather requirements and enhance the application functionality and add new features.
* Wrote test plans and performed unit testing and performance testing.
* Worked with the systems team and Quality assurance team in the process.
* Brought the HTML5 and CSS3 of an existing web site to the latest web standards.

**Environment:** JavaScript, HTML5, CSS3, JQuery, XML, NetBeans, Notepad++, DOM, Windows.

**Abhyudaya Multimedia, Indore, India June ’12 - Sep ‘13**

**Role: Web Developer**

**Responsibilities:**

* Involved in development, design, and implementation of front-end part of the application.
* Developed the UI Screens using HTML5, XML, JavaScript, Custom-tags and CSS3.
* Responsible for the overall layout design, color scheme of the web site using HTML5 and CSS3.
* Used jQuery to select and manipulate HTML5 elements and CSS3 manipulation.
* Used JavaScript DOM manipulation and JavaScript event to generate the data result in UI.
* Converted wireframes in templates including creation of brand identity, web site header, menu, information containers, grid styles, navigation, forms, buttons, icons, images, user components and application widgets creation with suitable color schemes.
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