**Pujitha Akella**

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**Professional Summary:**

* Over 7+ years of total experience in ServiceNow Administration, Development, Maintenance and, ITIL Consultant which involves in in designing, customization, enhancing, workflow configuration, integrating and supporting Service-Now suite of products such as Incident Management, Problem Management, Change Management, Asset and Service Request management systems
* **ITILV3 Foundation certified.**
* Experience in managing process, technology and IT service management solutions, ITIL processes
* Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks and demonstrated project management skills and experience working directly with customers and clients.
* 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.
* Strong Mentor and coach, skilled by inspiring confidence, leading by example and building loyal, high performance teams. Very proficient in identification of skill levels of team and delegation of work based on that to fully utilize the team potential.
* Developing JavaScript and configuring workflows to implement additional features, customizations and enable the process flow.
* Hands on experience in creating the custom Applications, Modules, Security in ServiceNow.
* Extensive experience in implementation of Business Rules, Data Dictionary, UI Actions, UI Policies, Client Scripts and Validations Scripts.
* Customization and Enhancements of latest Servicenow modules like HR Case Management, Service watch, Time card module and On Call scheduling modules.
* Expertise in Business requirements in any modules of Servicenow. Always ready with Requirement / Data collection templates for Incidents, problems, SLA's, CMDB, Software Asset management, Hardware Asset management etc.
* Had knowledge on Discovery in ServiceNow.
* Expertise in working with agile methodology.
* Actively engaged in Gap Analysis, Data Analysis, Risk Analysis, Business Process Improvement, System Integration and Troubleshooting.
* Experience in Data migration Projects which uses SQL Loader, PL/SQL programming, coding Procedures, triggers and functions

**Education:**

**Bachelors in Technology**

Jawaharlal Nehru Technology University, India

**Technical Skills:**

* Operating Systems :Windows, Unix and Linux
* Web Technologies :JavaScript, AJAX, XML 1.1.3 and HTML, CSS, Web Services
* Databases :SQL Server, MS Access, MySQL
* Database Tools: SQL Client, SQL Developer
* Languages C, C++, SQL, AJAX, JavaScript, JQuery,Angular JS
* Development IDE (s) :Eclipse,
* Application Tools: ITIL ITSM, Service Now, SQL, Remedy

**Professional Experience:**

**Client: Gallagher Bassett July 2017-Dec2017**

**Role: ServiceNow Consultant**

**Responsibilities:**

* Involved in gathering the requirements from the Business Team and creation of technical, functional specification documents
* Analyzing requirements and creating use case diagrams and activity diagrams using MS Visio.
* Translating and simplifying requirements for quality analysis and development.
* Involved in all product design reviews to verify that design meets quality standards and functional/technical requirements.
* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge,ServiceCatalog,CMDB in ServiceNow
* Development of Service catalog - catalog items, designing workflows and execution plans.
* Excellent knowledge on code migration between various ServiceNow environments using Update Sets
* Worked on loading the data into ServiceNow usingimportsets
* Extensively worked on the Implementation, Configuration and maintenance of Business Rules, Client Scripts and UI Policies
* Involved in redesigning the workflows using ServiceNow workflow editor
* Creating Knowledge articles to document the steps in creating the catalog items.
* Pulling reports and scheduling the reports as per the client requirement.
* Involved in LDAP integration with ServiceNow for obtaining users and groups
* Involved in migration between various ServiceNow instances using Update Sets
* Involved in customizing the forms for the Incident, Change and Problem Management ITIL processes

**Client: W.W Grainger Inc, Lake Forest, IL Jan 2017– June 2017**

**Role: ServiceNow Developer**

**Project Name: Grainger Catalog Factory**

Description: Involved in analysis of end user requirements and business rules based on given documentation and worked closely with tech leads and Business analysts in understanding the current Service Now system. Designed and implemented new functionality using UI Policies and Data Policy.

**Responsibilities:**

* Worked as a developer for an End-To- End development for a re-factoring project.
* Used data sources to migrate the data from excel sheets to Service-Now through transform maps.
* Involved in all product design reviews to verify that design meets quality standards and functional/technical requirements.
* Re-built Service Catalog Items with minimal time usage by getting together the teams to provide their valuable suggestions and making it easy to understand the new release.
* Involved in redesigning the workflows using ServiceNow workflow editor and making several changes to the existing workflows.
* During development worked with JavaScript, XML to create front-end and back-end components such as forms, buttons ,views, pages, business rules and workflows.
* Developed and configured Business Rules, Script Includes, UI Policies, UI Actions, Catalog Client Scripts and Client Scripts, Scheduled Jobs, Wizard panels and Wizard Clients scripts, Content item etc.
* Used scheduled jobs to create reports and send them periodically through emails
* Worked on UI Macros to create pages as templates.
* Customizations Migration between Instances using Update Set.
* Developed and maintained APIs and data integration processes between ServiceNow and other services.

**Client: Sears Holding Corporation, Hoffman Estates, IL July 2015– Dec 2016**

**Role: ServiceNow CMS Developer**

**Project Name: Shop Your Way**

By using service now, we created service catalogs to meet business requirements of the store and used dashboards to display sales and issues with vendors and customers

**Responsibilities:**

* Worked on CMS for the Service Portal to configure the page layout and content of the Portal from scratch.
* Designed and developed dynamic web pages using HTML5, CSS3 and JavaScript.
* UI dynamic styling, layout, validation and look and feel using JQuery and JavaScript.
* Developed applications in Angular JS and Bootstrap and deployed into development, Test and production environment successfully.
* Did extensive JavaScript and JQuery programming to give AJAX functionality for the website.
* Performing the different modules like login, search and download with tracking.
* Integrated App Exchange Applications with Sales Force, Clarity, PPM, Mass E-Mail Management,
* Application management using Force.com Plug-in & Eclipse IDE in Sandbox and Production Environments, Working with different aspects of Web Services (XML, SOAP).
* Implemented, documented and maintained the Service-Now platform to meet specific business needs to support ITIL and business processes.
* Created Service Catalog forms (around 150) to supports different business sector requirements and created advanced workflows to the catalogs.
* Worked on creating and scheduling the data imports from excel files, My SQL Databases using JDBC

**Client: Target Corporation, Minneapolis MN May 2012– April 2015**

**Role: ServiceNow Developer**

Target Corporation is the second-largest discount retailer in the United States. The company uses Servicenow to maintain relationships with vendors and employees work together to sell, service and market successfully.

**Project : Our Appointment with User**

In our project,we used service now for creating custom applications for dealing with users and creating a standardized way for users to shop in target

**Responsibilities:**

• Customized UI Appearance for Problem and Change Management Application which is simple, intuitive and easy to use.

• Designed a well-defined and managed Service Catalog which provides an opportunity for the customers for a Self-Service.

• Designed a single portal to present all Service Catalogs and product offerings.

• Customized in a standardized way to fulfill Request, Request Item and Task fulfillment.

• Defined Variables available for tailoring a Catalog Item to meet the client needs to provide a content in service catalog.

• Maintained Dynamic Categories to display commonly requested items in Service Catalogs.

• Created and edited Standard Groups of related items, which allows end users to easily order the catalog

items in request.

• Enabled Record producers to create the records of Incident, problem, Change from the Service Catalogs

directly.

• Designed a variety of Workflows which creates serial tasks and parallel task as per the requested Catalog item.

• Configured Email Notification and Alerts to notify users about specific activities in the system such as updates to Change and Problem requests.

• Responsible for access control, security, minor enhancements such as form or workflow editing

• Created and Maintained foundation data - User Accounts, Approvers, Support Groups, Sites, Production

Categorizations, and Templates

• 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

**Role: ServiceNow Admin**

**Project: Vendor Doorway**

The service now tool is used to log the issue from vendors, all the issue addressed by employees. Customizations taken care as part of Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management.

**Responsibilities:**

* Documented requirements and created use-cases based on the gathered requirements.
* Created functional and technical specifications documents for various ServiceNow modules.
* Created various ServiceNow applications, modules, and tables as per requirements
* Developed Service catalog by creating new catalog items, designing workflows and execution plans.
* Involved in Development and configuring the Business Rules, Client Scripts, UI Policies, Data Policies, UI Actions.
* Created server side scripts and client side scripts, script includes, scripted Web Services.
* Involved in Implementation, Customization and Maintenance of ITIL modules such as Incident,Change,Problem, Knowledge, Service Catalog and CMDB.
* Greatly involved in Incident Management Process like identifying, logging, categorizing and prioritization of Incidents.
* Worked on Prioritizing of Incidents by Impact, Urgency and Priority.
* Involved in LDAP integration with ServiceNow for obtaining users and groups.
* Integrated with Remedy using Web Services and File Import Sets.
* Created Record Producers, Order Guides and Catalog Client Scripts and Workflows.
* Worked on integrating ServiceNow with external SOAP and REST based web services.
* Excellent involvement in working with Bootstrap, CMS, Angular JS.
* Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
* Involved in redesigning the workflows using ServiceNow workflow editor.
* Extensively worked on CMDB, Configuration Items, CI relations and Mid Server.Performed Data migration to import data from other applicationsand external databases, SCCM.

**Client: Cisco Systems Inc June 2010–April 2012**

**Organization: Tata Consultancy Services, Chennai, India**

**Role: ServiceDesk Analyst**

**Project: Networking with Skills**

**Responsibilities:**

* Providing the initial work around solution to minimize the impact of the incident.
* Create a problem ticket to find the root cause for the re-occurring of incidents
* Responsible for the entire cycle of incident starting from incident creation to the closure of incident.
* Co-ordination with the different support team for the follow up or resolution of the incident as soon as possible and escalate to the higher level if required.
* Adherence to the SLA of the incident response and resolution time.
* Following up with the end user on the resolution of the issue and re-open the incident if required for the issue which is not fixed and close the incident based on the feedback of the end user.
* Documented thoroughly all incidents in Service Now. Relate, link, and assign incidents to the appropriate teams and escalate when systemic issues when needed
* Utilized ITIL processes to manage incidents, changes and problems