**SATYA K**

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# Summary

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| * 6+ years of experience in ServiceNow platform as both Developer and Administrator. * Certificated ServiceNow Admin. * Experience in all phases of Software Development Life Cycle **SDLC**, quality management systems and project life cycle processes. * ServiceNow experience worked with **Geneva, Eureka, Helsinki**, **Istanbul**, **Jakarta, Kingston** and **London** with a strong emphasis on supporting the ITSM application, understanding customer requirement and implementing solutions using the knowledge in ITSM tool and ITIL processes * Configured Applications using Service-Now tool used in **ITIL Management**. Strong understanding of **ITIL V3**. Deep functional and technical knowledge of the Service Now platform as well as experience delivering medium to large-scale Service Now implementations. * Very good experience in UI development experience within ServiceNow working with JavaScript, Glide Script, UI Policy, HTML5 and CSS3 and applying Business Rules. * Experience in setting up MID Servers. * Assisting with driving new initiatives to support the growth of the Asset Management department. * Experience in Installation and Configuration of different modules of Service-Now. * In-depth knowledge of the technical implementation of **Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management, Reporting, Discovery and Integrations.** * Assisted client implementing the MSP (Managed Service Provider) instance for ServiceNow and Domain separation for ServiceNow Instances * Experience in Design, manage and analyze **CMDB (Configuration Management)** configuration items * Utilized Java Scripting in **Business Rules, Client scripts, UI Policies and UI Actions** to deliver solutions that automate and audit business processes, to customize the instance as per Business needs. * Writing **Business Rules, Client scripts, UI Policies and UI Actions** to customize the instance as per Business needs. * Configuration of **Email Notification** and Alerts to notify users about specific activities in the system such as updates to **Change and Problem requests**. * Configuring **Data Sources, Import Sets, SLA/OLA, LDAP and Transform maps**. * Customized Scripting on **Service Catalog/Email Template/Workflow script**. * Setting up Change Management along with Advanced Risk Assessment Calculator (on a script include level). * Customized **UI** Appearance for Problem and Change Management Application, which is simple, intuitive and easy to use. * Experience in Inbound Email Integration and created Outbound Email Notifications using Email Templates. * Experience in configuring and customizing Data sources, Transform maps, Data policies. * Experience in creating Service catalog work flows such as Procurement, approval, events. * Create and use update sets to move customizations between systems. * Search, populate, and customize the knowledge base. * Importing asset data from external data source to ServiceNow. * Good communication, analytical, leadership and project management skills. * Excellent team member with a strong ability to lead and balance multi-project workload. |

# Computer skills

**ITIL**: ITSM, ITIL, ITOM, Service Now, CMS, SCR, SAM, and LDAP.

**Programming Languages:** C, C++, Java, ASP.Net(C#), JEE, SQL.

**Software Methodologies:** SDLC, Waterfall, Agile, XP, Scrum.

**Databases:** Oracle 10g, MySQL.

**Database Tools:** SQL Client, TOAD, SQL Developer.

**Web/Application Servers:** IBM WebSphere 6.x, WebLogic 10, Apache Tomcat, Apache HTTP.

**Version Control Tools:** CVS, SVN, Subversion.

**Tools and Packages:** Rational Rose, Ant, Maven, Log4j, TOAD, MS Office, Dreamweaver.

# EDUCATIOn

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| --- |
| * Southern Arkansas University- Arkansas   **Master’s Degree in Computer Science**   * Gandhi Institute of Technology and Management (GITAM)- India   **Bachelor’s Degree in Information Technology** |

# Experience

**ServiceNow Administrator/ Developer JULY2018 – PRESENT**

CareSource, Dayton, OH

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

**Roles and Responsibilities:**

* Involved in **creating reports, workflows**, and **data imports for Incident, Problem, Service Request, and Change ServiceNow modules.**
* Upgraded from Kingston to London version.
* Assisted client implementing the MSP (Managed Service Provider) instance for ServiceNow and Domain separation for ServiceNow Instances.
* Facilitated rollout of new applications and modules.
* Worked with client and functional requirements within ServiceNow.
* Facilitated rollout of new applications and modules.
* Created an interface to allow for streamlined Asset Record updates by the Desktop Support Team.
* Worked on various modules of ServiceNow like Incident management, change management, Problem management, Service Catalog, User Administration, Reporting and Discovery.
* Assisted in the definition of business requirements and provided definitions and updates of system design documentation.
* Worked on Discovery and set up mid servers and check for the connectivity, Became an expert in troubleshooting Discovery tool.
* Implemented 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.
* ServiceNow application development including creation and configuration of Service Catalogs, Email Notifications, Data imports and exports and Reports.
* Experienced in the analysis, development and automation of various ITSM processes including Incident Management, Change Management, Asset Management, Service Request, Configuration Management including setup and configuration of MID Server and Configuration Item Discovery.
* 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 to check for the data collected through discovery is accurate.
* Created new Business Rules/Script Includes/Client catalog script/Client Script.
* Configured chat functionality for Service Desk ticketing queue.
* Created transform maps for importing CMDB data.
* Written script includes and invoked them in business rules and client scripts.
* Imported Active Directory to ServiceNow

**Environment:** **ServiceNow, JavaScript, Java, Html, CSS, XML, Jelly, Glide Script, Web Services.**

**ServiceNow Developer/Administrator JAN 2017 – JUNE 2018**

WESCO Distributions, Pittsburg, PA

**Description:** Wesco Distribution maintains huge inventory of parts across the different branches worldwide and RPS application interact with the Oracle ERP system to maintain the balance for all the branches. RPS application used to generate parts, maintain cost for all the parts or replacements of parts among the branches. It also generates report by using crystal report.

**Roles and Responsibilities:**

* Involved in **creating reports, workflows**, and **data imports for Incident, Problem, Service Request, and Change ServiceNow modules.**
* Created and Maintained foundation data - **User Accounts, Approvers, Support Groups**.
* Create new **service catalog** requests and items with variables.
* Developed UI Appearance for Service Catalog Requests.
* Worked with various ServiceNow Instance like **Jakarta, Geneva, Istanbul.**
* Creating approvals in workflows and execution plans. Creation of UI pages for a better visual appearance in catalog items.
* Writing Business **Rules, Client scripts, UI Policies** and **UI Actions** to customize the instance as per Business needs.
* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in Service Now.
* Customized UI Appearance for **Problem and Change Management Application**, which is simple, intuitive and easy to use.
* Worked on integration using **SOAP /REST**.
* Worked on Discovery and set up **mid servers** and check for the connectivity, Became an expert in troubleshooting Discovery tool.
* Create, monitor, modify, and publish service catalog workflows with approvals.
* Designing, configuring and customizing new applications and modules and assisting in troubleshooting Patch/ Release Management issues.
* Build reports, gauges and home pages.
* Integrated with various Cloud environments like **Amazon Web Services, Microsoft Azure** accounts to the instance through service accounts.
* Expertise in developing **Client Scripts, Business Rules, UI policies, UI actions, Script Include, SLA and Import sets**
* Experience in setting up **MID Servers**.
* Experience in Generating **JavaScript’s** to create **Business Rules, Client Scripts, UI Policies and UI Actions**.
* Create and use update sets to move customizations between systems.
* Search, populate, and customize the knowledge base.
* Configuration of Email Notification and Alerts to notify users about specific activities in the system
* Used Web Services to interact from ServiceNow to External applications.
* Performed Data migration of **CI Attributes** for **CMDB** using import sets.
* Management, **CMDB** and Asset Management.
* Worked on Discovery and set up **mid servers** and check for the connectivity, Became an expert in troubleshooting Discovery tool.
* Use business analysis skills to directly interface with customers to design and build applications that meet business goals and objectives.
* Setting up Change Management along with Advanced Risk Assessment Calculator (on a script include level).
* Configuration of 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 and **UAT/Regression testing** of any development.
* Have done enhancements in **Workflow Modification**, **Form View, Security Contextual, UI Action**, etc.

**Environment**: **Glide Script, Java script, Jelly Script, Workflows, Incident, Problem, Change, CMDB, SOAP, REST, HTML, CSS, AJAX.**

**ServiceNow Developer and Admin Feb 2016 - DEC 2016**

PNC Bank, Pittsburgh, PA

**Description:** PNC Bank is an innovative, full-service bank with clients nationwide, provide products and services for a wide range of clients, including individuals, commercial, middle market and small businesses, union organizations and their members, pension funds, municipalities, and not-for-profit organizations.

**Roles and Responsibilities:**

* Creating database views to pull the reports on variables which are being used by catalog items.
* Worked extensively on LDAP integrations. Very good understanding of Integration with these varieties of protocols: **SOAP, JDBC, and ODBC**.
* Creating database views to pull the reports on variables which are being used by catalog items.
* Created Incidents, Problems and Service Requests for supported applications.
* Worked on **Configuring rules, monitors and management packs in SCOM**.
* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in Service Now.
* Built forms from scratch along with advances customizations at the level of **UI Macros/UI page** as per the complex requirements.
* Worked on integrations using **Web Services, JDBC.**
* Create and implemented upgrade strategies for the current environment with specific attention to **Microsoft SCCM.**
* Configured **LDAP Server** and LDAP Listener for updating the user and group table record.
* Writing **Catalog client scripts and UI policies** to make client-side changes.
* Worked on **CMDB** from the scratch.
* Created functional and technical specifications documents for various ServiceNow modules.
* Worked extensively on Configuration & Asset Management, Change Management and Release Management.
* Configured multiple forms for Asset module using Configuration Management Database.
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, CSS, HTML5.
* Creating the UI pages to use them in catalog items, implemented using UI Scripts.
* Involved in providing advanced support for ServiceNow by troubleshooting a variety of difficult software problems, implementing bug fixes and performing root cause analysis.
* Working on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
* Involved in generating the on-demand reports and scheduling report generation in ServiceNow.
* Worked with System Administrators and ServiceNow support concerning strategies and technical aspects of platform upgrades.
* Created Business Rules using server-side scripting (Glide Record, Glide Element and Glide System). Integrated ServiceNow with LDAP for authentication and authorization.
* Good knowledge on Single Sign on and event-based integrations.
* Development of Service catalog which includes creating new catalog items, designing workflows and execution plans.
* Involved in migrating code between different environments using update sets.
* Worked on change management module by enhancing the tool to the stakeholders and made it easy to understand.
* Resolving typical user's access and roles issues by checking active directory and users table.
* Created Incidents, Problems and Service Requests for supported applications.
* Worked on **Configuring rules, monitors and management packs in SCOM**.
* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in Service Now.
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* Resolving typical user's access and roles issues by checking active directory and users table.

**Environment*:* ServiceNow Berlin/Calgary, Windows10, JavaScript, UNIX, Linux, SQL plus.**

**ServiceNow Administrator JAN 2013 – DEC 2015**

Goldstone technologies- Hyderabad, Telangana

**Roles and Responsibilities:**

* Involved in Implementation, Customization and Maintenance of **ITIL** modules such as Incident, Asset, Change, Problem, Knowledge, Service Catalog in ServiceNow.
* Worked in a software implementation team, interacted with senior engineers and architects for conveying the progress of project.
* Creation of UI policies, workflows and application development activities, including new applications, enhancements and new modules.
* Involved in Unit Testing, User Acceptance Testing and Bug Fixing.
* Assisted in the import of configuration and asset data.
* Worked on Report, dashboard designing.
* Implemented client-side validations using JavaScript.
* Implemented **AJAX** to speed up web application.
* Search, populate, and customize the knowledge base.
* Configuration of Email Notification and Alerts to notify users about specific activities in the system.
* Writing Business Rules, Client scripts, UI Policies and UI Actions to customize the instance as per Business needs.
* Created Buttons and context menus both on form and lists using UI actions.
* Familiar with ServiceNow Content Management System (CMS).

**Environment: Service Now, JavaScript, Angular JS, CSS, HTML, XML**