**SURAJ[s.servicenow03@gmail.com](mailto:s.servicenow03@gmail.com)**

**ServiceNow Developer Ph: (469)726-9382.**

Professional Summary:

* A qualified professional with 8 years’ experience in IT and 4 years’ experience in Service Now and across all stages of **ITSM** and **ITOM.**
* Expertise 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.**
* Functional knowledge and implementation experience of **IT Service Management (ITSM)** frameworks.
* Demonstrated**project management** skills and experience working directly with Customers and Clients**.**
* Expertisein ServiceNowtasks such as **delegation of groups, modification of CMS, workflows, business rules, UI actions, UI policies, UI Macros, ACLs, Dictionary.**
* Expertisein **UI configuration, workflow design and client-specific reporting.**
* Expertisein creating and **scheduling the reports** – Worked on creating the **custom reports** not feasible **with ServiceNow.**
* Expertisein**Automation** and Software delivery using Shell scripting with tools like **DSM and ITCM.**
* Expertisein **client and server-side Jelly script, JavaScript and ServiceNow APIs.**
* Expertisein **integration components** such as **SSO, OpenID and OAuth.**
* Expertisein **databases and data-driven** web applications**.**
* Expertise in implementing**Service mapping** and **modeling strategy** utilizing **ServiceWatch** as related toclient'senvironment and services.
* Good knowledge on **CMDB** and **Asset Management Services**such as**Business Services** and **Configuration item** relationships.
* Expertise in using**Discovery** to load configuration information to **CMDB.**
* Deployed **MID Servers** for **Discovery application**, **Discovery Schedules** and result validation.
* Configured **Event Management (ITOM)**using **Connector Instances** and **Connector Definitions.**
* Expertise in **Active Directory, LDAP** and maintain **Single Sign-On (SSO) Integration.**
* Expertiseincreating**Knowledge articles & mentored & trained business users & Helpdesk users on Service Now platform.**
* Expertiseindevelopment of web applications using **Java/J2EE, JSP, Servlets, WebServices, SQL, PL/SQL**.
* Expertisein web development using **HTML, JSP, JavaScript, jQuery, Ajax Experience with SQL and PL/SQL and good understanding of the data modeling concepts**
* Expertisein **SDLC like Waterfall and AGILE** methodologies.
* Expertisein Scripting, Web Technologies, Programming and Web Services **XML, HTML, JavaScript, Perl, Unix shell scripting, AJAX, CSS, HTTP/S, Java, C++, SOAP, REST, API's**).
* Ability to be an effective team member and have capability to work under severe time constraints.

Certifications:

* Certified ServiceNow Application Developer.
* Certified ServiceNow System Administrator.
* ITIL v3 Certified.

Technical Skills:

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| **Programming Languages** | C, C++, Java, C#.Net |
| **Scripting Languages** | JavaScript, jQuery, Angular JS. Jelly Scripting. |
| **Web Technologies** | HTML/HTML5, XML, AJAX, JSON, CSS/CSS3, REST |
| **Application Servers** | IIS, Apache Tomcat, WebLogic |
| **Operating Systems** | Windows, Ubuntu, Linux (Red Hat) |
| **ITSM Tools** | ITSM-Suite, Service Now, HP Service Manager |
| **Databases** | MySQL, Oracle, DB2 |
| **Other Software’s** | MS Office, Visio, and Adobe Photoshop |

Work Experience:

**Client:Stewart Title Guaranty Company, Houston, TX Feb 2017 to Present**

**Role: Service Now Developer**

**Responsibilities:**

* Involved in customizing the form design and layout for **Incident, Problem and Change Management.**
* Integration of other enterprise applications with ServiceNow which includes **SFTP integration** and **integration with web services**.
* Involved in creation of **Service Now Applications**, **Modules,tables**, **columns** as per **requirements**.
* Configured **Employeeself-service portal** using **Content Management (CMS).**
* Exposure to new plug-ins like **incident alert management**, **orchestration** and structured problem analysis.
* Involved in creating **Business Rules, UI Actions and UI Policies**.
* Written **script includes** and invoked them in **business rules and client scripts**.
* Created Buttons and context menus both on form and lists using **UI actions**.
* Excellent knowledge on **code migration** between variousServiceNow environmentsusing **UpdateSets**
* Experience in installation and configuration of **Performance Analytics Module**
* Experience in configuration of the **Knowledge Management module**
* Worked on schedulingthe **data collection jobs** and create indicator sources in **Performance Analytics Module.**
* Built forms from scratch along with advances customizations at the level of **UI Macros /UI page** as per the complex requirements.
* Responsible for on-going enhancement and maintenance of the **ServiceNow platform**.
* Documented all **implementations** and **best practices** defined within team.
* Reviewed current **ACLs** and determined how to map to new user has access.
* Through the creation and configuration of relevant **ACLs** and effective role assignment, system security was ensured.
* Worked with windows team, network team and Asset teamto check for the data collected through **Discovery** is accurate.
* Upgraded from **Istanbul** to **Jakarta version** and UI 15 to UI 16.
* Performed testing on**incident, problem, changeworkflows** and involved in **LDAPintegration** with Service Now for obtaining **users** and **groups.**
* Worked on integration of **SSO** and implemented **Email Integration** on Auto Suspend tickets in Service Now
* Worked on integration of **Net-cool Omnibus** auto incidents into Service Now.
* Extensively worked on **CMDB, Configuration Items, CI relations** and **Mid Server.**
* Experience in setting up **MID Servers**anddeveloped **Probes and Sensors** in **Discovery**
* Experience in configuring the **Discovery Schedules** and working with **Discovery tool.**
* Configured multiple forms for **Asset module** using **Configuration Management Database**.
* Imported **Configuration Items** (CI) from third party applications using **import set** tables.
* Working with client and functional requirements within ServiceNow.
* Assisting client implementing the **MSP (Managed** **Service** **Provider)** instance for Service-Now and domain separation for Service-Now **Instances**.
* Assigned Work task tickets for call type general inquiry for service desk and created templates for work tasks.
* Investigate performance issues, learn troubleshooting tools, and use system logs to find issues.
* Worked on **Asset management** for creating stockrooms, purchase orders.

**Environment:** CMDB,REST, SOAP, HTML, CSS, CMS, JavaScript, ServiceNow ITSM, ServiceNow Istanbul and Jakarta instances.

**Client: VISA, Austin - TXJuly 2015 to Jan 2017**

**Role: ServiceNow Developer**

**Responsibilities:**

* Created functional and technical specifications documents for various **ServiceNow modules**
* Built forms from scratch along with advances customizations at the level of **UI Macros/UIpage** as per the complex requirements.
* Implementation, Customization and Maintenance of ITIL modules such as **Incident, Change, Problem, Knowledge, Service Catalog, CMDB** in ServiceNow
* Created **Business Rules** using **server-side scripting (Glide Record, Glide Element and Glide System)**
* Involved in configuring the **UI Actions, UI Policies, Client-side scripting and server-side scripting.**
* Worked on integrating ServiceNow with **external SOAP and REST based web services**
* Involved in integrating ServiceNow with **BMC remedy** and Loaded Catalog Items into Service Now from **BMC Remedy**
* Designed many email templates by using **HTML and jelly scripting** and used them in **notifications**.
* Written **script includes** and invoked them in **business rules and client scripts**
* Created **schedules, reports and monitor performance of Service-Now.**
* Documented all implementations and **best practices** defined within team.
* As a part of support activity **resolved incidents** by providing proper **root cause investigation**.
* Performed core configuration tasks including **UI policies, business rules and client scripts.**
* Managed **users, groups and roles**.
* Managed data with **Tables, CMDB, Import Sets, and Update Sets.**
* Implemented **New workflows** that use a variety of activities to understand how records are generated from workflows.
* Establish integration of ServiceNow with **Splunk** so that Splunk team can monitor the **CI** gathered by the **discovery.**
* Configured Service Desk call module for different call types and trained helpdesk working on the new call screen.
* Worked on State stories- conflicts with same state codes and reporting issues.
* Developed and improved user systems procedures, andpreparedsystem documentation.

**Environment:** Incident management, Service catalogs, Asset management, work flows, Reports, Email notifications, UI policies, Catalog items, HTML, CSS, AJAX, HTTP, XML, Windows.

**Client:Henry Mayo, Valencia - CA Sept 2013 to June 2015**

**Role: Service Now Developer**

**Responsibilities:**

* + Worked on customizing **Incident, Problem and Change management**screens using **Client Scripts, UI Policies, UI Actions and Business Rules.**
  + Design and implement new functionality using **Business Rules, UI Policies, and Access Control Lists etc.**
  + Involved in **Service Catalog** and **Request Workflow Design** and Configuration
  + Designed the **Content Management System**which involved layout, **CSS** and **service catalog.**
  + Worked on **change management module** by enhancing the tool to the stakeholders and made it easy to understand.
  + Worked on different **script includes** and invoked them in **business rules** and **client scripts**
  + Worked on **loading the data** into ServiceNow using **import sets** and performed **transform maps.**
  + Created **Knowledge articles** to document the steps in creating the **catalog items**.
  + Worked on **order guides**, to arrange them in sequential order to make the user comfortable while raising a request.
  + Configured the **SLAs** for various ITIL processes in ServiceNow.
  + Imported **Configuration Items(CI)** from third party applications using **import set** tables.
  + Experience in configuring **email notifications** in ServiceNow.
  + Created **variables** and **variable sets** for **Service Catalog**.
  + Configured multiple forms for Asset module using **Configuration Management Database.**
  + Involved in redesigning the **workflows** using ServiceNow **workflow editor**.
  + Setup **MID Server** used by **Discovery** and troubleshooting problems with the tool configurations.
  + Involved in generating the on-demand **reports** and **gauges** in ServiceNow.

Environment: Incident management, Change management, Problem management, Service catalogs, Configuration management, Knowledge Management, Service Level Agreements (SLA’s), HTML, CSS, XML, JavaScript, Windows.

**Client:Vision tech - Hyderabad March 2011 to Aug 2013**

**Role: Software Developer**

**Responsibilities:**

* Work on **Hibernate** for mapping **Java classes** with database and using **Hibernate query language.**
* Familiarized in the various aspects of **Agile Methodologies** such as **Scrum** and estimating various tasks.
* Used various design patterns such as factory, singleton, **DAO and DTO**, **Service Locator, Transaction management.**
* Involved in developing Webservices using **SOAP** for sending and getting data from external interface
* Involved in requirement gathering, requirement analysis, defining scope, and design.
* Bash shell scripts to automate routine activities.
* Worked with various **J2EE** componentslike **Servlets, JSPs, EJBs, JNDI, JDBC** using, **Web Logic Application server.**
* Used **Java Script for client-side** Validation
* Used **HTML, AWT** with **Java Applets to** create web pages
* Deployed **servlets** and **JSP pages** using **Apache Tomcat server.**
* Involved in developing and coding the interfaces and classes required for the application and created appropriate relationships between the system classes and the interfaces provided
* Assisting project managers with drafting use case scenarios during the planning stages.

**Environment:** UNIX, Microsoft Visio,SQL, HTML, CSS, Windows

**Client: KPIT – Hyderabad, India May 2010 to Feb 2011**

**Role: SQL Server Developer**

**Responsibilities:**

* Developed an interface to transfer data from **Legacy Mainframe to Oracle.**
* Wrote **PL/SQL code for data migration**.
* Wrote high performance **queries/programs** using **Collections, Bulk Binds, Objects, Nested tables, REF Cursors, pipeline functions etc.**
* Created **Batch jobs, daily jobs, one-time jobs and queues**.
* Developed Reports using complex queries as per client request as a part of **production support.**
* Developed inbound interface for Item **Data Conversion -** Process to load all **legacy system Items** into **Oracle with Open Item interface**. Import and validation were performed using **PL/SQL package**.
* Involved in the **data analysis** and **data discrepancy reduction** for the **source and target schemas.**
* Created database triggers to **flip flags** and perform **several business validations**
* **Developed PL/SQL package** for conversion of legacy notes associated with a service request using service request **API**. Customized Few **Oracle Standard Reports**.
* Extensively involved in coding of the Business Rules through **PL/SQL** using the **Functions, Cursors, Triggers, Stored Procedures, and Packages in the server side.**
* Interacted with the user group on a regular basis to discuss **requirements and updates.**
* Used Forms to provide the interface for the application and Reports to take **periodical reports.**
* Experience in writing **Unix Shell Scripts.**
* Performance tuning of existing batches by identifying queries which is consuming more resources and taking more time to execute by using **TKPROF along with explain plan**.
* Prepared backup schedule which include **offline, online and logical backups**.
* Experience in using **Export/Import, Data Pump Utilities** to move the **data** between different **databases and for backups**.

**Environment:** Oracle Database 9i, 10g, SQL, PL/SQL, Oracle Forms 6i,9i, Oracle Reports 6i,9i,**:** Windows 2000