**SWETHA VENKATSULU**

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**Professional Summary:**

* Overall 8 Years of Information Technology experience in Software Design, Development, Analysis, Testing and Implementation in ServiceNow platform as both Developer and Administrator.
* Experience in Implementation of Workflow, Incident Management, Problem Management, ChangeManagement and Service Catalog on various business applications.
* Implemented ServiceNow Service Catalog Requests, Asset Management, Configuration Management, Service-Now Administration, Incident and Problem Management, Knowledge Management, Reporting, Gauges, Integration with Web Services.
* Functional knowledge and implementation experience of ITSM frameworks.
* Experience working on different versions of ServiceNow: Calgary, Dublin, Eureka, Fuji, Geneva, Helsinki
* Create, modify, and publish service catalog workflows with approvals. Maintain Single Sign-On integration.
* Good knowledge of CMDB and Asset Management Services: Business Services Management map (BSM maps) and Configuration item relationships.
* Experience in cloud applications and security associated with cloud computing (SAAS/PaaS environment).
* Expertise on creation of workflows for Service Catalog items in Service-Now.
* Working experience of various phases of SDLC such as Requirement gathering, design, code construction and test.
* Strong experience in working in various software development practices like Waterfall, Agile Methodologies
* Hands on Web Development using HTML, JavaScript, Jelly and CSS.
* Good experience in application development using Java/J2EE, JSP related to ServiceNow implementations.
* Strong skill set in the **ServiceNow** suite development including SOAP/REST integration.
* Leveraging knowledge and experience to deliver end-to-end methodologies within ServiceNow, which includes architecting technical implementation of IT infrastructure Library (ITIL) processes, organizing and prioritizing development effort, interfacing with vendors and management, and coordinating effort of administrators.
* Proficient in transforming business requirements into functional specifications focusing on workflow analysis and design, business process reengineering, user interface design and process flow modeling.
* Functional knowledge and implementation experience of ITSM frameworks.
* Experience in Application Architecture, Analysis, Technical Design, Development, Implementation, Performance Tuning, Testing, Configuration Management.
* Demonstrated the ability in developing Test Plan and test cases utilizing requirements and design documents, specifying Testing Overview & implementation.
* Adaptive to team environment and also has the capability of completing complex tasks independently.
* Capable of learning quickly and delivering solutions as an individual and as part of a team. Self-motivated Team player with excellent interpersonal and communication skills.
* Experience interfacing with stakeholders, System Analysts, Senior Management with excellent communication and interpersonal skills.
* Experience in Work day-Integration using modules like Import schedule and set rules, script includes, Transform errors and maps, Transform runs, Integration tables,
* Gathering requirements and converting BRD’s into technical requirements. Created design patterns & implementation plans for **ServiceNow** enhancements.

**Technical Skills**:

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| **ITSM Tools** | ServiceNow, ITSM Suite |
| **Operating System** | Windows Client (7, Vista, XP – Pro, 2000, etc.), Windows Server (NT, 2000, 2003, 2008), Mac OS-X |
| **Project Management / Tools / Applications** | All MS Office suites (incl. 2003), MS Exchange & Outlook, MS Internet Explorer, Firefox, Chrome |
| **Languages** | Java, HTML, CSS, XML |
| **Hardware** | Networking |
| **Web Technologies** | HTML, JSTL, DHTML, JavaScript, CSS, XML, (Agile) |
| **ServiceNow Modules** | Helsinki, Geneva, Fuji(Incident Management, Change Management, Problem Management, Service Catalog, Service Level Management, CMDB, Data Loading, Start Now, On Call Scheduling, New Call, Web Services, ODBC Connectivity) |
| **Databases** | Oracle, SQL server, MS-Access |

**WORK EXPERIENCE:**

**Client: Athene USA (Des Moines, IA) Jan 2016–Till date**

**Role: ServiceNow (Admin/Dev)**

Athene USA Corporation is a subsidiary of Athene Holding Ltd. and is part of the Athene family of companies. Athene USA’s insurance subsidiaries provide individuals and institutions innovative financial solutions to their retirement and investment needs. Implemented and worked on the Service Request Management from End-to-End including the integrations with other tools and giving L3 support for the whole Service Catalog Application including resolving the incidents and problem tickets on Service Catalog.

**Responsibilities**:

* Gathered requirements for both service request management and service catalog application
* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in ServiceNow.
* Worked on change management module by enhancing the tool to the stakeholders and made it easy to understand.
* Develop, Document and Publish change management process and functions
* Analyze change records to determine any trends or potential problems.
* Reviewing change requests for completeness and accuracy.
* Working with service providers to schedule changes.
* Assisting in the preparation, facilitation, documentation, and communication related to weekly and ad hoc change management meetings.
* Development of Service catalog which includes creating new catalog items, designing workflows and execution plans.
* Created functional and technical specifications documents for various Service Now modules
* Coordinating the instance upgrade activities.
* Created various Business rules, Script includes, Client Scripts, UI Policies, UI Actions and Data Policies.
* Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
* Worked on CMDB from the scratch
* Created CI relationships and Suggested CI Relationships
* Configured multiple forms for Asset module using Configuration Management Database.
* Created workflows for Standard catalog items, Non Standard catalog item and Change approval process.
* Creating the UI pages to use them in catalog items, implemented using UI scripts.
* Creating Knowledge articles to document the steps in creating the catalog items.
* Worked on Web Services using SOAP Messages and REST. Good understanding of WSDL, XML.
* Integrated with Active Directory for SSO using SAML 2.0
* Configured multiple Catalog Items Front-end web / GUI components using Angular JS, Javascript CSS
* Creating database views to pull the reports on variables which are being used by catalog items.
* Writing Catalog client scripts and UI policies to make client side changes.
* Working on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
* Re-designed workflows using workflow editor, Reconciled complicated workflows to simpler form.

**Environment**: ITSM, ServiceNow(Helsinki/Geneva), Agile, Angular JS JavaScript, CSS, HTML 5,Windows 7.

**Client: Viverae (Dallas, TX) June 2014 – Dec 2015  
Role: ServiceNow (Admin/Dev)**

Viverae® is a workplace wellness program provider and an industry thought leader. Our comprehensive wellness solutions help employers build healthy cultures and manage healthcare costs. Our configurable programs manage engagement and incentives with our proprietary application, MyViverae Work as production support engineer for **ServiceNow system**. Involved in integration and changes with respect to the Service Now tool where our team worked on the Service Catalog, CMS and Incident module customizations along with enhancements where assisting client implementing the MSP (Managed Service Provider) instance for Service-Now and Domain separation for Service-Now Instances.

**Responsibilities:**

* Assisting client implementing the **MSP (Managed Service Provider) instance** for Service-Now and **Domain separation** for Service-Now Instances**.**
* Working with client and functional requirements within Service Now.
* Facilitating **rollout of new applications and modules**.
* **Design and implement new functionality** using Business Rules, UI Policies, and Access Lists etc.
* Service Catalog and Request Workflow Design and Configuration
* Configured various **workflows for Incident Management**, Change Management, Service Requests and SLA's.
* The service we also provide to clients is **a semi managed service for administering their Service desks** that has been implemented. This includes various administration tasks within Service desk software.
* 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** in order 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 many ci’s** using import set tables
* Imported **Active Directory** to Service now using data sources.
* Created data sources and loaded the Service-Now tables with different data formats
* Created transform maps both automatic field mapping and scripting
* Also worked on **Asset Management and loaded the data into it**.
* **Integrated Fire eye tool with Service-Now** using Email integration i.e. inbound actions scripting.
* Worked on the integration of Service Now with Siebel, integrated Service Catalog and Incident module.
* Used JMS integration to fulfill this requirement, worked on Scheduled Jobs and Mid Server Script Includes to fulfill the requirements.

**Environment**:Service Now(Fuji), Asset Management, Incident Management, Problem Management, Fire eye, HTML, Java script, CSS, CMDB

**Client: Involgixs (AUSTIN, TX) Nov 2013 – May 2014   
Role: ServiceNow Admin**

INVOLGIXS, Inc is an Information Technology Solutions provider specializing in developing, integrating and maintaining software applications through a global delivery model. Involgixs provides Custom Application Design services that help put the needs of your end users first. From making applications more usable and users more productive, to making sure performance will run smoothly across multiple platforms of engagement, it all starts with careful design. I worked on custom application design, worked on incident management and change management mostly, for quick responses.

**Responsibilities:**

* Gathering requirements from stake holders for attributes needed to develop Service Catalog items.
* Worked with clients to assess current state processes and tools, defined ServiceNow requirements and developed, configured the SNow platform.
* Used scripting tools and SNow functionality to create script to automate tasks being done in ServiceNow.
* Create requirements definitions and technical specifications documents plus load, manipulate and maintain data between SNow and other systems.
* Performed system and integration testing with sample and live data with Support service team.
* Created and maintained change management requests for assigned implementations and managing the change process.
* Gathering requirement from stake holders for attributes needed to service catalog items.
* Adjusted SNow import sets and transforms maps accordingly to ensure data entering SNow tables matched the company outlined requirements.
* Involved in explaining workflows**,** along with standard Workflow templates which can be reused.
* Maintained and supported SNow operational functions.
* Collaborated with team membersto define, analyze and understand technical requirements.
* Ensured project scope and objectives are accomplished within the prescribed time frame and funding parameters.
* Proposed and Implemented ITSMbest practices in company’s environment.
* Worked on various modules of Service Now like Incident management, Change management, and 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.
* Supported team responsible for the implementation and administration of the SNow installation, including managing systems configurations, gathered and documented user and process requirements, developed workflow customizations, and performed quality assurance testing and user acceptance testing.

**Environment:** ServiceNow-Incident management (Saas based), ITSM SQL, Problem Management.

**Client: VCE (Richardson, TX) Feb 2012 – OCT 2013**

**Role: ServiceNow (Admin/Dev)**

**Responsibilities:**

* Configured and developed application code, user interface, and third-party integration components in all stages of the CMDB development projects (i.e. definition, development, deployment).
* Implemented Project and Portfolio management (PPM) coupled with Timecards and Financial management.
* Trained multiple IT teams to build their portfolios and helped managers to build reports.
* Manage development of solutions to migrate and/or integrate disparate data to an enterprise CMDB solution
* Worked closely with the Data Architect and the DBA in ensuring that enterprise architecture standards and policies are met Participated in design, code and test reviews cycles.
* Ensured project scope and objectives are accomplished within the prescribed time frame and funding parameters Build web content on ServiceNow Platform.
* Provided detailed architecture analysis and design, and direction on the development activities.
* Performed ServiceNow implementation tasks including but not limited to: configuration, integration, custom programming.
* Developed and documented best practice approaches and reusable assets.
* Documented technical architectures that could be clearly understood and immediately used by developers to construct code and unit test.
* Participated in the full Software Development Life Cycle (SDLC): Analysis, Design, Coding, Testing, Training, and Operational Support.
* Used SCRUM/Agile development methodology.
* Worked on common web-technologies including HTML, CSS, JavaScript and Jelly.

**Environment**: Java Script, JSON, jQuery, Prototype, WebServices, SOAP, SQL, XML, HTML, iFrames, AJAX, Shell scripting, Integrations.

**Client: IRP Global (Hyderabad, India) Mar 2011 – Jan 2012  
Role:** **Java UI Developer**

IRP Global is a technology services provider. At IRP Global, our goal is to deliver IT solutions that fit your needs. We combine industry experience, technology expertise and a passion for quality to deliver solutions that work for you. Our approach combines onsite and offshore development models to provide high quality, cost effective services. Provide high quality IT solutions on time every time selecting solutions which will best meet business objectives and ensure long term value. Meet our customers' need to maximize their return on investment.

**Responsibilities:**

* Used Struts validation framework extensively. Developed **JSP’s** using **Struts** tag libraries.
* Struts framework, which internally uses the **J2EE** design patterns, is used for Logging and tracing.
* Responsible for design and architecture of the project by using MVC framework.
* Used JSP for presentation layer and sessions as controller, entity beans as the model to represent the persistent data and interacted with Oracle database as per MVC Architecture.
* Design Implementation of GUI using **HTML**, **JSP**, **AJAX** and **CSS**.
* Designed and developed the **JSP** for the different modules.
* Implemented the presentation layer logic, using JSP to transfer data between application layers.
* Developed EJB and Action Servlets for implementing controller and model layer.
* Developed the **XML** Schema for the data maintenance and structures.
* Used the XML Parsers like SAX parser to parse the data.
* Worked with various Style Sheets like Cascading Style Sheets (CSS) and XSL.
* Code repository check in and check out with VSS.

**Environment:** Java Server Pages (JSP), Struts 2.0, AJAX, JavaScript, CSS, Java 1.4, Struts 2.0, Hibernate 3.2/ 3.3, JSONLib, Web Services, EJB, Servlets, Oracle 10g, IBM WebSphere 6.0, Eclipse 3.1, CVS, Win CVS, ANT Build Scripts.

**Client: Penny wise Solutions (Hyderabad, India) June 2009 - Feb 2011**

**Role: Java UI Developer Associate**

With over a decade of Java application development experience, PennyWise can deliver reliable custom software that caters to your requirements. We have delivered Java applications for companies of various sizes and across verticals such as telecommunications, insurance, media & entertainment and social networking.

**Responsibilities**:

* Gathered the business requirements from clients.
* Designed and developed the HTML front end screens and validated forms using JavaScript.
* Used frames and CSS (cascading style sheets) to give a better view to the web pages.
* Utilized Servlets to handle various requests from the client browser and send responses.
* Deployed this web application on apache tomcat server.
* Wrote server side programs by using Servlets and JSP.
* Conversion of the output from the SQL query at server side was transferred in proper HTML format
* Used JDBC for database connectivity to SQL Server.
* Developed several new functionality using Struts Framework 2.x, JQuery, JavaScript.
* Created and implemented PL/SQL stored procedures, triggers.
* Involved in JUnit Testing, debugging, and bug fixing.
* Involved in developing web pages using JSP, HTML.
* Involved in Implementation and Unit testing of the product,
* Used extensive JSP, HTML, and CSS to develop presentation layer to make it more user friendly.

**Environment:** Java, J2EE, JSP 1.2, Servlets, HTML, MySQL, PL/SQL, Oracle, CSS and Tomcat

**EDUCATION**:

* Bachelors from JNTU, India.