**PROFESSIONAL SUMMARY:**

* A Qualified IT Professional with 8 years of extensive IT experience and 7 years of experience as a ServiceNow Consultant in **ITSM applications administration and tech support**.
* As a **ServiceNow Certified System Administrator**, having good experience in end to end ServiceNow implementation and integrations.
* As a ServiceNow developerhaving good knowledge in implementing the **IT Service Management framework** for **Incident, Problem, Change** and **Asset Management processes** and ServiceNow best practices.
* Good knowledge about **IT Infrastructure Library (ITIL)** standards which are helpful in Development and customization of **IT service management applications**.
* **Integrated ServiceNow with a third-party product** to store all the credentials to maintain security of the credentials.
* Worked in **Installation and Configuration** of different modules of **ServiceNow.**
* Hands on experience in creating **transform maps** for importing **CMDB data**.
* Experience in Implementation of **Workflow, Incident Management, Problem Management, Change Management and Service Catalog** on various business applications.
* Experience in working with **ACL’s.**
* Hands on experience in creating **Users, roles** and **User Groups**.
* Experience in migrating the changes across various environments in **ServiceNow using Update-Sets**
* Experience in loading the data into **ServiceNow using import sets**
* Experience in configuring the **Business Rules, Client Scripts, UI Policies, UI Actions, SLAs in ServiceNow**
* Hands on experience in **Java Script, Angular JS, AJAX, CSS, HTML** and **Bootstrap.**
* Strong work experience on **Relational database management systems (RDBMS) Oracle** and **SQL server.**
* Experience with working on **UNIX / LINUX, Windows Operating Systems.**
* Familiar with **ServiceNow Content Management System (CMS).**
* Exceptional **organizational skills**, dedicated Professional with demonstrated ability of effective management and planning.
* Profound **Communication and personal skills, excellent presentation skills,** effective public speaker and ability to maintain excellent cooperative working relationships with co-workers and Management.
* Proven record of providing outstanding **customer service, talented relationship developer, self-motivated professional** who seeks challenge and opportunity in ServiceNow ITSM platform development, support and management.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **ITIL** | ITSM, Service Now, JavaScript, HTML, CSS, JQuery, Angular JS |
| **Programming Languages** | C, C++, Java, J2EE, SQL, PL/SQL,COBOL |
| **Scripting Languages** | JavaScript, Jelly Script, HTML, Ajax, XML |
| **Software Methodologies** | SDLC, Waterfall, Agile, XP, Scrum |
| **Databases** | Oracle 10g, MySQL, SQL, DB2 |
| **Database Tools** | SQL Client, TOAD, SQL Developer, SEU, RLU, DDS |
| **Web/Application Servers** | IBM Web Sphere 6.x, Web Logic 10, Apache Tomcat |
| **Platform** | Windows, Linux |
| **IDE** | Eclipse, Net Beans, TOAD |
| **Version Control Tools** | CVS, SVN s |
| **Tools and Packages** | Rational Rose, Ant, TOAD, MS Office, Dreamweaver |

**PROFESSIONAL EXPERIENCE:**

**HSBC Bank, Arlington Heights, IL** Oct 2015 to Present

**ServiceNow Developer/Administrator**

**Responsibilities:**

* Involved in gathering the Business Requirements and Interacted with the Helpdesk users and **CRM** users to understand the existing functionality, current state processes, tools to get a better view of the Business Processes and functionality to develop and configure the ServiceNow Platform.
* Gathered requirements from users for attributes needed to develop **Service Catalog** items.
* Identified and Recommended the **ITIL v3** methodologies to deliver technical methodologies around the ServiceNow platform.
* Accountable for producing Technical Design Documents that includes application architecture details.
* Involved in discussion with other technical areas to meet the business and technical requirements for ServiceNow, **SMTP Admin**, IBM Data power, Web service Owners and DBA to build **integration to external and internal systems**, currently using **SMTP (EMAIL), MID Server and Web Service** (Construction, integration testing, and other technical functions related to the White Label tool).
* Involved in creating **Technical Design Documentation** for Migration from existing technologies to ServiceNow.
* Worked on various modules of ServiceNow like **Incident management, Change management, and Problem management, Service Catalog, User Administration, Reporting and Discovery.**
* Worked on **CMDB and Asset management**. Performed Data migration to import data from other applications and external databases.
* Created Web services based on requirement to receive incident and problem tickets from external systems.
* Wrote **Classifiers and identifiers** to direct the discovery tool to gather the information of the configuration items without errors.
* Enhanced the existing **LDAP integration** and modified business rules.
* Wrote business rules to avoid empty configuration items to be inserted into CMDB after discovery tool runs a scheduled job.
* Created **Data Sources** for various external applications. Used **Import sets** and **Transform maps** to import data into ServiceNow.
* Created various front-end forms.
* Involved in Creation and modification of various Business Rules, Script includes, Ajax Query, Jelly scripts, UI Actions, UI Policies, UI Actions.
* Created **Update Sets** to migrate customizations from one instance to another instance.
* Created **Email Templates and Email Notifications.**
* **Designed Workflows**, along with standard Workflow templates which can be reused.
* Supported the team responsible for the implementation and administration of the ServiceNow installation, including managing system configurations, gathered and documented user and process requirements, developed workflow customizations, and performed quality assurance testing and user acceptance testing.
* Developed reports as per requirements from management.
* **Documented** all implementations and best practices defined within team.
* Created various SLA’s as per client requirement with the Incident Management applications.

Environment: ServiceNow,Windows10, Oracle 11g, SQL\*Plus, JavaScript, UNIX, Java Script, JSON, jQuery, Web services, SOAP, SQL, XML, HTML, AJAX, Shell scripting, Integrations, Cloud services, ITIL, SCRUM.

**Sacramento County(Dtech), Sacramento, CA** Sep 2013 to Sep 2015

**ServiceNow Developer/Admin**

**Responsibilities:**

* Assisted client implementing the MSP (Managed Service Provider) instance for **ServiceNow**

and **Domain** separation for ServiceNow Instances.

* Worked with client and functional requirements within **ServiceNow.**
* Facilitated rollout of new applications and modules.
* Assisted in the definition of business requirements and provided definitions and updates of system design documentation.
* 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, EmailNotifications, 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 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**.
* Worked on **Asset Management** and loaded the data into it.
* Worked on the integration of ServiceNow with**integrated Service Catalog** and **Incident module.**

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

**Kaiser Permanente, Pleasanton, CA** Sep 2011 to Aug 2013

**ServiceNow Developer**

**Responsibilities:**

* Developed **design documents** and provided estimates for the client requirements.
* Designed **Front-end Applications** using HTML, CSS, AJAX, XML, JQuery and JavaScript.
* Developed working prototypes from **UI designs** for **cross-platform** devices.
* Worked with next-generation technologies like **AJAX** and **JQuery** to enable more efficient development and Involved in extensive **HTML coding**.
* Created **security roles** for strict control of **UI** elements and functions.
* Applied **industry best practices** and **standards** when project requirements were lagging.
* Worked with designer who designed user interfaces and prototypes for a **web-based internal system**.
* Developed the **front-end web page** by using **HTML5, CSS3**, and **JavaScript**, taking advantage of the frameworks **Angular.JS**.
* Worked on front end pages that were developed in a professional manner using **HTML, CSS, JavaScript,** and **JQUERY**.
* Developed **client-side validation code** using JavaScript and JQUERY.
* Used ACL's for controlling the **security mechanism** in Service Now.
* 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.
* Customized**Incident Management Application**.
* Created **Custom Related List, Dictionary fields**.
* Created **Email Notifications** and **Inbound Actions**.
* Created **Workflows**.
* Created **Ordered Guides**.
* Customized**Migration** between Instances using **Update Set**.
* Developed and maintained **APIs** and **dataintegration** processes between ServiceNow and other services.

Environment: HTML, CSS, JavaScript, jQuery, AJAX, Responsive design, Usability Testing,

Agile methodology, Eclipse, Oracle.

**Allergan, Parsippany, NJ** Oct 2010 to Sep 2011

**ServiceNow Developer**

**Responsibilities:**

* Involved in gathering the requirements from the Business Team and creation of **technicalTask Documents** to develop workflow, implement the workflows in **Service Applications** and **administer** the tools.
* Experienced the development and customization of **Service Catalog Items** and **Workflows**.
* Indulged in **update set tracking** and **export**/**import** both in Fuji and Eureka versions.
* Workflow management - **Created Workflows, Sub flows** and **Tables** both on Fuji and Eureka.
* Strong technical knowledge of ITSM Products **Incident Management, Change Management, Problem Management, Asset Management, SLM, SRM, CMDB, AIE**.
* Developed **user interface elements** for Web-based applications based on program specifications using JavaScript.
* Managed **inbound** and **outbound** notifications.
* Involved in **Unit testing** for all the use cases and **Functional requirements** put forward for the project in Fuji and Eureka.
* Set up **Configuration Management,** defining the **CI classes** and their relationships.
* Managed **Email notifications** through Tables and Workflows.
* Created Service Catalog (Request Item, Order guide and record producer) based on client requirements. Also, Workflow has been created to support the **Approval workflow** and **task assignment**.
* Implemented **End-End Service Catalog items** for the existing business processes.
* Created new **Business Rules**/**Script** Includes/**Client catalog** script/**Client** Script.
* Created **Business rules** supporting various email, notifications and tables.
* Created data sources and loaded the **ServiceNow tables** with different data formats.
* Created and managed **SLA** definitions for different **Service Groups**.
* Worked on **establishingLinks** to knowledge based articles on Fuji and Eureka.
* Worked in Incident, Change and Problem enhancements and Co-coordinating with the **UAT team** for any improvements.

Environment:   
ServiceNow(Istanbul, Helsinki, Fuji, Eureka) versions, Workflows, Sub flows, Java Script, Web services, XML, HTML.

**Newt Global India Pvt Limited, Pune, India** Jun 2009 to Sep 2010

**Java Developer**

**Responsibilities:**

* Designed client application using **HTML, JSP, CSS** and **XML**.
* Experienced in Agile Software development process and also strong technical knowledge in CoreJava, J2EE and JEE development, with experience in defining functional and technical specifications.
* Experienced in Relational DBMS like Oracle, SQL Server, MySQL, DB2, Toad for performing SQL and PL/SQL programming and NoSQL DB like MongoDB.
* Implemented application using **MVC architecture** integrating Hibernate and spring frameworks.
* Used JSP, HTML5, CSS3 and JavaScript to construct the dynamic web pages (presentation Layer) for the application.
* Used AngularJS and Backbone.JS for client-side validation.
* Worked with core Java technologies like Multi-Threading and synchronization.
* Used **XML Beans** for data interchange.
* Developing and consuming web services like **SOAP (JAX-WS), REST (JAX-RS)**.
* Wrote **SQL Queries** to interact with Oracle Database.
* Developed Web Services to transfer data between client and server vice versa using **SOAP, WSDL** and**UDDI**.
* Used **"Agile Development Methodology"** and tested the application in each iteration.
* Good experience in developing test cases with Junit for Unit testing and logging using **Log4J**.
* Log4J for extensible **logging**, **debugging** and **error tracing**.
* Worked in designing Web services framework in support of the product.
* Wrote **SQL** and **HQL** queries to retrieve data from the Oracle database.
* Used **XML** to transfer the application data between client and server.
* Developed a specific dashboard module and integrated with the application.
* Used the **JDBC** for data retrieval from the database for various inquiries.
* Done with unit testing of all java classes using **JUnit framework**.
* Experience in designing and developing applications using Web Sphere application servers and Tomcat web server and Web logic server.
* Experience with Unix, Linux and Windows operating systems.

Environment: Java, J2EE, spring, JDBC, JNDI, Hibernate, JMS, Junit framework, Tomcat, Eclipse, Oracle 10g, XML/XSLT, HTML, JSP, JavaScript, SQL developer, Rational Rose, Subversion and Junit.