**CK Reddy**

**ServiceNow Developer/Administrator**

PROFESSIONAL SUMMARY:

* **Over 7+ Years** of IT experience and **3 years** of experience in ITIL related technologies, including **ServiceNow Development**, **Administration**.
* Hands-on experience in technical implementation of **Incident Management, Problem Management, Change Management** and **Service Catalog.**
* Implementing system security by using **Access Control Lists** (**ACL)**.
* Experience with **Implementation, Configuration** and maintenance of **Business Rules, Data Dictionary, Client Scripts** and **UI Policies, custom ITIL Applications, Modules.**
* Good Knowledge of **ITIL** and **ITSM** best practices.
* Experience in configuring **Data Sources, Import Sets**, **SLA/OLA**, **LDAP** and **Transform maps**.
* Experience in configuring the **ACLs** and create **Users, Roles** and **User Groups**.
* Configured **LDAP** Server, for pulling user and group data from Active Directory
* Extensively involved in development of moderately complex **ServiceNow applications** and **reports**.
* Defining **workflow**s in **Service Catalog items**, Approvals and Dynamic tasks in ServiceNow.
* **CMDB** data import using **transforms maps**.
* Experience loading data into ServiceNow using **Import Sets**.
* Experience migration between environments in ServiceNow using **Update Sets**.
* Managing data with tables**, CMDB** (configuration management) **import sets** **User**s, **Groups** and **roles**.
* Worked on fixing bugs and doing enhancements for **Incident, Problem** and **Change management** and **Service Catalog modules.**
* Experience configuring **Discovery Schedules** and Worked on **Discovery** and set up **MID Servers** and check for the connectivity.
* Developing different **bar charts**, **pie charts**, **list reports** and **scheduling reports**.
* Worked on **Client, Server-side scripts** to meet client requirements using **Glide Record APIs**.
* Developed solutions using JavaScript, Ajax, Web Services REST APIs and other web technologies to integrate ServiceNow with internal/ external systems and tools.
* Email Integration Configure **Email Notification** and Alerts to notify users about specific activities in the system such as updates to Change and Problem requests.
* Created different **Transform maps** to import data into ServiceNow.
* Experience in implementing **end-to-end Service Catalog.**
* Worked in **Installation** and **Configuration** of different modules of ServiceNow.
* Hands on experience developing **Content Management System (CMS**) in Service Now.
* Worked on End to End implementation of **CMDB module using Discovery tool** in ServiceNow.
* Provides daily support of **Service Management Platform (ServiceNow), including Scripting, Configuration, Customization, Integrations, Administration ServiceNow processes (User management/Group management), Functions, Service Catalog and Workflow**.
* Expertise writing **SQL Queries**
* Configured **MID Server** to import data from external sources.
* Used testing framework for automating scripts on **java**
* Experience in integrating ServiceNow with **Web services (SOAP** and **REST).**
* Experience in web development (UI) using **HTML 5, CSS 3, Angular JS and J Query**.
* Experience in all phase of SDLC like Requirement Analysis, Implementation and Maintenance, and extensive experience with **Agile Methodology**.
* Maintained the Configuration Items and modified the forms and form Sections.
* Excellent **verbal** and **written communication skills**- able to present information, status and issues in a clear and concise manner with the **goal of driving** to a decision.
* A passionate, articulate, goal-oriented and dynamic professional with successful background in **Requirement Gathering,** **Technical Documentation**, **Software Validation**, **Software release** and experienced Software Developer in ServiceNow.
* Attention to detail and complex **problem-solving** abilities from **operational** **and technical perspective.**
* Excellent **analytical skills** with **proficiency** in **debugging** and **problem solving**.
* Ability to work **independently** and **as a group**.
* Aptitude for learning and rapidly mastering new applications and technology.

TECHNICAL SKILLS:

**ServiceNow -** ITSM, LDAP, ITIL, SCR,

**Programming Languages -** Java Script, Jelly Script, jQuery, Java,

**Platforms** - ServiceNow, SDLC

**Web Technologies -** HTML, CSS

**Scripting languages**  **-** JavaScript, jQuery, Ajax,

**Databases -** Microsoft SQL Server, MySQL

**Technologies -** Agile, Scrum, waterfall

**Other Tools** - Microsoft Visual Studio, MS Office,

**Products -** Service Now

**Reporting Tools -** Crystal Reports 9, Remedy Reports

**CERTIFICATIONS:**

* ServiceNow administrator certification

PROFESSIONAL EXPERIENCE:

**Blue Cross Blue Shield Association, Chicago, IL Dec 2018 – Till Date**

**Role: ServiceNow Developer**

**Responsibilities:**

* Followed **Agile Methodology** for the development of the project.
* Designed and delivered **technical implementations** on the Service Now platform.
* Gathered requirement from stake holders for attributes needed to develop **Service Catalog items**.
* Worked with clients to assess current state processes and tools, defined Service Now requirements and developed and configured the **Service Now platform**.
* Design and implement new functionality using **Business rules**, **UI policies**, and **ACL’s** etc.
* Created various **workflows** for **Incident Management**, **Change Management**, **Service Requests** and **SLA'S**.
* Designed a website and customized login pages, search pages, views of lists, tables, charts, or graphs.
* Created buttons and context menus both on form and lists using UI actions
* Used **Glide Scripting** to develop Business rules.
* Developed solutions using JavaScript, Web Services, **SOAP** and other web technologies to integrate Service Now with internal/ external systems and tools.
* Written **script includes** and invoked them in **Business rules** and **client scripts**.
* Worked with Record Producers, Flows in **Service Catalog Management**.
* Worked on various modules of Service Now like **Incident management, Change management,** and **Problem management, Service Catalog, User Administration.**
* Managed integration of **vendor tasks**, tracking and reviewing vendor deliverables.
* Demonstrated strong problem solving, negotiating, influencing, facilitation, organization, prioritization, decision making, and conflict resolution skills.
* Integrated ServiceNow Dev instance with the existing **LDAP a**nd **Single Sign-On (SSO)** solution.
* Configured **Mid Server's** on Dev, User acceptance testing and Production Instances.
* Worked in production support for all the Service-Now and report related issues.
* Developed **Transform maps** to map values between Import Set and ServiceNow tables.
* Coordinating with various teams during Development and Testing Phase

**Environment:** ServiceNow application development, ServiceNow architecture, UI policies, UI actions, Business rules, ServiceNow API and JavaScript, ServiceNow Discovery, CMDB maintenance, LDAP integration.

**Liberty Mutual, Dover, NH December 2017 – Nov 2018**

**Role: ServiceNow Developer/ Administrator**

**Responsibilities:**

* Interacted with the project team to help define the business and system.
* Understanding of IT service management **(ITSM)** and the **ITIL** business process. Maintain service level agreement (SLA) and monitor **SLA workflow**.
* Gathered requirements through **JAD** session with stakeholders, business partners, and end users.
* Created **update sets** to migrate **customizations** from one instance to another.
* Developed **Page layouts, Navigations** and presented designs and concepts to the clients and the management to review.
* Interacted with team leaders to identify and analyze the given information, procedures and decision flow
* Designing and implementing of **service requests** through ServiceNow Catalog.
* Use Administration of common platform applications: **Knowledge Base**, **Service Catalog, Workflows**, **SLA's**, Reporting etc.
* Managing **client scripts**, **UI policies**, **UI actions** and **Data policies**.
* Moving data in and out of an instance using import sets and transform maps and auto import of data into service now.
* Developed new applications from beginning to end.
* Integration of service now with **LDAP** for authentication.
* Subject Matter expert on **Incident Management**, **Change Management** **Process** and **Knowledge article.**
* Developed conversion **plans** and **procedures**.
* Developed and executed plans and procedures for data conversion, customer acceptance criteria and installation strategy.
* Migration of customizations from one instance to another instance.
* Ongoing Maintenance.

**Environment:** ITIL, ITSM, ServiceNow, SQL, MS Visio, UI actions, LDAP, Service catalog, Project Management, Analytics, Incident Management, Problem Management.

**Amex, New York, NY April 2017 – Nov 2017**

**Role: ServiceNow Developer**

**Responsibilities:**

* Gathering **requirements** from the client and analyzing them.
* Preparing Implementation Plan for every release in ServiceNow and provide Walkthrough to the entire team to execute the steps.
* Building ServiceNow from scratch and developing forms as per clients need.
* Creating catalog items and creating record producers in service catalog.
* Working on different modules like **Incident, Problem, Change**.
* Working experience on ServiceNow Discovery module.
* Experience in creating **UI policies**, **UI actions** and **Client scripts**.
* Integrating **LDAP** and done different integration.
* Worked on the things relating to ServiceNow: Discovery, Automation, **CMDB** populate Security & Roles.
* Performed ServiceNow admin activities, which involves group and user administration.
* Leveraging knowledge and experience to deliver end-to-end methodologies within Service Now, 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.
* Understanding of IT service management (ITSM) and the ITIL business process Maintain service level agreement (SLA) and monitor an **SLA workflow**.
* Working on **workflow** and approval issues in service requests.
* Apart from above performing regular activities like moving the code changes from development to test instance and testing all modules when ServiceNow new patch is applied.

**Environment**: Service catalog, Project Management, Analytics, Incident Management, Problem Management, ITIL, LDAP, UI actions, Glide Record, Html, jQuery, Jelly Script, Glide Script, LDAP, CSS.

**Client: A One Technology Inc, India Aug 2012 – Dec 2016**

**Role: Web Developer**

**Responsibilities:**

* Involved in development, design, and implementation of front-end part of the application.
* Developed the UI Screens using HTML5, XML, JavaScript, Custom-tags and CSS3.
* Responsible for the overall layout design, color scheme of the web site using HTML5 and CSS3.
* Used jQuery to select and manipulate HTML5 elements and CSS3 manipulation.
* Used JavaScript DOM manipulation and JavaScript event to generate the data result in UI.
* Converted wireframes in templates including creation of brand identity, web site header, menu, information containers, grid styles, navigation, forms, buttons, icons, images, user components and application widgets creation with suitable color schemes.
* Worked with the team of architects and back-end Developers to gather requirements and enhance the application functionality and add new features.
* Wrote test plans and performed unit testing and performance testing.
* Worked with the systems team and Quality assurance team in the process.
* Brought the HTML5 and CSS3 of an existing web site to the latest web standards.

**Module/Language**: JavaScript, HTML, CSS, jQuery, Notepad++, DOM, Windows.

EDUCATION HISTORY:

* **Master’s degree in Computer Science from New York Institute of Technology, NY.**
* **Bachelor’s degree in Electronics & Communication Engineering, India.**