

**ITSM Developer / ServiceNow Developer / Discovery Admin and CMDB librarian / BMC Remedy Developer and Admin**

**Divya**

**EXPERIENCE SUMMARY**

* Visionary leader with **Overall 8+ Years** of Information Technology and extensive experience in Software Design, Development, Analysis, Testing and Implementation in **ServiceNow platform as both Developer and Administrator**.
* Demonstrated ability to acquire functional knowledge and skills rapidly while handling multiple clients & project.
* Subject matter expert proficient in Development and Project team building, influencing process improvement, promoting quality, problem resolution, project and staff management with a proven track record of delivering innovative market solutions in challenging, fast-paced environments
* Competent in implementing effective **SDLC** process and influencing across the organization
* About **6+ years** of hands on experience in providing **ITIL and IT Service Management Solutions** in IT Infrastructure with expertise in the ITSM suite (Service-Now).
* End-to-End Development and Customization of **Incident/Problem and Change management** applications per **ITIL** processes and policies.

**EDUCATION SUMMARY**

* Bachelors of Electronics and communication Engineering from JNTU Kakinada, India

**TECHNICAL SKILLS**

**ITSM Tools:** BMC Remedy (7.5, 7.6.04), ServiceNow (Berlin, Dublin,

Eureka, Fuji, Geneva, Helsinki), HP Service Manager, ServiceNow Performance Analytics

**Languages Known:** Java Scripting, Jelly Scripting, AngularJS, ASP.Net, PHP, C, C++, VB Script.

**Reporting Tool:** My dashboard, Performance Analytics, Business Object, Crystal Report

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| **Testing Tools:** | Team Foundation Server (TFS), Microsoft PICT tool for Orthogonal array, JIRA |
| **Operating Systems:**  **Additional tools:**  **Database:**  **Methodologies:** | Windows 95, 98, 2000, XP, 2003, 2008, 2010, 2013, Win 7, Red hat Linux  MS - Office Suite 2010, 2013, MS - Project Server, SharePoint Server 2010 & 2013, VSS  Pl/SQL, MS-SQL Server 2008, 2008 R2, 2012  Waterfall, Agile, Scrum |

**CORE COMPETENCIES**

**SERVICENOW:**

* A ServiceNow Technology Analyst with experience on implementing end-to-end
* **Service Catalog, Incident Management, Configuration & Asset Management, Change Management and Release Management with extensive knowledge on Content Management System**
* In facilitating, **ServiceNow Performance Analytics** which delivers out-of-the-box over 350 KPIs for all major service processes, including Service Management, IT Operations Management, Human Resources Management, Customer Service Management, Security Operations Management, and Service Strategy.
* Highly familiar with knowledge management tools like **knowledge database, LogicNETS** and a**ServiceNowTechnology Analyst** with experience on implementing end-to-end **Service Catalog**, **Incident Management, Discovery CMDB, Asset Management**, **Change Management** and **Release Management** with extensive knowledge on **Content Management System**.
* Strong knowledge in working over the creation of PA reports, developing and updating the OOB indicators.
* Well-experienced in creating form designs, layouts and adding fields to the metrics capture used in performance Analytics.
* Highly talented in providing insight on each levels and also in creation of roles using key indicators, mobile-enabled scorecards, time charts, analytics, drill-downs, and dashboards.
* Extensive development in our **Service Now** platform including **creation** and **customization** of our **Incident**, **Request, Service Change, Service Level, Knowledge** and **Discovery CMDB** applications and processes.
* Experience in **configuring** the **Incident Management, Problem Management**, **Change Management**, **Asset Management, Service Request Management applications** and **BMC Atrium CMDB.**
* Experience in Fixing CSSCross Browsing Compatibility issue and web application scaling.
* Worked on various enterprises which offer in supporting for the [**Security Assertion Markup Language (SAML)**](http://saml.xml.org/about-saml), in exchanging security information between federated systems.
* Extensive experience on implementing the **AJAX** features using **JavaScript** and **jQuery**.
* Proficient in developing web page quickly and effectively using, **HTML 5, CSS3, JavaScript, AngularJS and JQuery**.
* Experience of **Web 2.0, JavaScript, JQuery, W3C Standards and** working with Responsive **Web Design**
* Gathering requirements and converting BRD’s into technical requirements. Created design patterns & implementation plans for ServiceNow enhancements.
* Worked on third-party **integrations** such as LDAP, SSO in integrating external devices into ServiceNow platform using web services like SOAP, REST.
* Design and engineer solutions leveraging all appropriate components offered by Service-Now to answer the needs for business workflows, ticketing or other ITSM requirements.
* Involved in working with process owners to develop workflow, implement the workflows in Service Applications and administer the tools and enhanced requests by java script.
* Developing java scripts and configuring workflows to implement additional features, customizations and enable the process flow.
* Post roll out production support. Experience of handling Bug Fixes and Enhancement requests.
* Configured Service Level Agreements to define certain levels of service from both internal and external providers
* Developed solutions using JavaScript, Web Services, SOAP, REST and other web technologies to integrate ServiceNow with internal/ external systems and tools.
* Developed and implemented several modules in ServiceNow like Project Management, Contract Management, and Problem Management.
* Successfully implemented Knowledge Management process with complete technical ownership in service-now with complete implementations of Project Management Module and provided complete technical support to PMO and Oracle teams.

**ITIL Certified:**

Hundreds of hours of continuing education with a focus on:

* + Project development methodologies
  + System/Enterprise Integration Architecture
  + People development
  + Leadership

**PROFESSIONAL EXPERIENCE:**

**GEORGIA POWER, Atlanta, GA. May 2015 – Present**

**Sr. ServiceNow Admin and Developer**

**Responsibilities:**

* Implemented, documented and maintained the Service-Now platform to meet specific business needs to support ITIL and business processes
* Created **reports, Workflows, data imports for Incident, Problem, Service Request, and Change Service Now modules**
* Setting up **Change Management** along with **Advanced Risk Assessment Calculator** (**on a script include level**).
* Have hands on Experience on Integrating ServiceNow with third party tools and Domain separations for the external users to raise incidents in SNOW.
* Involved in development of requirement integration components **(SSO, LDAP, SOAP)**
* Facilitating **ServiceNow Performance Analytics** in delivering out-of-box services and in developing scripts using Java AngularJS and Jelly scripting.
* Strong knowledge in creation of PA reports, updating the OOB indicators which include service management operations, service strategy, Human resources management.
* Extensive experience in adding fields to the metrics capture of service now Performance Analytics, and also creating roles and groups **using dashboards, analytics, time charts.**
* Created 45 scripted web services which are used in setting up a robust process for **integrating Service-Now** with a Procurement Tool. Also has an in-depth knowledge about **Direct Web ServiceAPI** of **Service now, SOAP** and **WSDL**.
* Extensively worked with **REST GET and POST using basic HTTP Authentication**.
* Good knowledge on **Single Sign** on and event based integrations.
* Experienced in implementing intensive manual reporting within the base ServiceNow system, in bringing the best product for current and future analytics.
* Experienced in **LogicNETS** in delivering quality technical support and field service for sophisticated products
* Experienced in integrations such as SCCM, LDAP Solar plug-in in exchanging data using various external devices into ServiceNow.
* Strong knowledge in updating visualizations of performance across teams and organizations, and also in establishing service delivery.
* Responsible for developing reports and Homepages and also in gathering Data and Configuration Item (CI) administration
* Strong knowledge on **SAML** in providing authentication request service in integrating data into servicenow instance.
* Had good knowledge working on **LAN Password Reset** and **Integrating** with other Servers using **Orchestration**
* Experience in handling mulesoft in integrating data and fixing bugs using LDAP, SSO, SAML integrations.
* 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.
* Strong knowledge on SCCM plug-in in sending inventory data from the external platform into existing system while integrations.
* Worked on **solar winds plug-in** in monitoring automation for fixing bugs in running scripts, instead of fixing it.
* Responsible for maintaining and growing data held within **Service Now** such as our **users, locations**, **configuration items, service catalog items**.
* Created **reports, workflows, data imports for Incident, Problem, Service Request**, and **Change ServiceNow modules**.
* Extensive development in our Service Now platform including creation and customization of our Incident, **Request, Service Change, Service Level, Knowledge** and **Configuration** (**CMDB**) applications and processes.
* Responsible for **gathering requirements** and **customizing Business Service Catalogs** for **AIG** organization from the scratch.
* Responsible for gathering requirements and customizing for CTI integration for organization from the scratch
* 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.**
* Create, monitor, modify, and publish service catalog workflows with approvals
* Designing, configuring and customizing new applications and modules. Assisting in troubleshooting patch / release management issues.
* Build reports, gauges, and home pages
* Create and use update sets to move customizations between systems
* Search, populate, and customize the knowledge base
* Writing scripts using **AngularJS, JQuery** for **Business Rules, Client scripts, UI Policies and UI Actions to customize the instance as per Business needs**
* Developed operational requirements documentation and train operational staff to maintain solution
* Configuration of Email Notification and Alerts to notify users about specific activities in the system
* Usage of business analysis skills to directly interface with customers to design and build applications that meet business goals and objectives

**Environment:** ServiceNow, ServiceNow Performance Analytics, Asset Management, Incident Management, Problem Management, Fire eye, HTML, Java script, CSS, CMDB and XML

**MICROSOFT**, **Redmond, WA** **SEPTEMBER2014 –MAY 2015**

**Sr. ServiceNow Lead Developer**

**Responsibilities:**

* Involved in the complete **end to end cycle** of coding, testing, debugging, maintaining and refining the computer software in Service Now to produce the required product in **an Agile development** environment
* Implemented, documented and maintained the **Service-Now platform** to meet specific business needs **to support ITIL and business processes**.
* Well-experienced in implementing Performance Analytics like creating PA reports, adding fields to the metrics capture, updatingOOB indicators.
* Improving the efficiency using **solar winds plug-in** to IT department in aligning IT operations and IT service management functions.
* Utilized **Java Scripting, Angular JS, JQuery** 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
* Involved in working with process owners to **develop workflow**, implement the workflows in Service Applications and administer the tools and enhanced requests by **Angular Js, java script.**
* **Customized UI Appearance** for Problem and Change Management Application which is simple, intuitive and easy to use.
* Experience on**Mulesoft** network in connectingvarious applications, data and devices in a faster and better way.
* 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.
* Experienced on **solar winds plug-in** in troubleshooting bugs for network and application issues by automatically creating service desk tickets.
* Worked on with **Microsoft System Center Configuration Manager (SCCM) in integrations** in importing **SCCM** data into ServiceNow's [Configuration Management Database (CMDB)](http://wiki.servicenow.com/index.php?title=Enterprise_CMDB).
* Scheduled imports which bring relevant data from SCCM tables into the CMDB through the SQL database and mapping them to the ServiceNow instance.
* Responsible for **maintaining and growing data** held within Service Now such as our users, locations, configuration items, service catalog items.
* Creation of workflows for discovery data and responsible for Data and Configuration Item (CI) administration
* Strong knowledge in **LogicNETS** in managing and delivering expert knowledge
* Strong knowledge on integrations **LDAP, SAML** in integrating external data to the ServiceNow instance.
* Troubleshooting the issues with **Probes, Sensors and writing up the custom probes for different appliances in infrastructure.**
* Loading the data using transform maps and creation of custom class managers.
* Worked on **SSO** integration in order to load the users automatically into the instance.
* Created reports, workflows, data imports for Incident, Problem, Service Request, and Change Service Now modules
* Extensive development in our Service Now platform including creation and customization of our **Incident, Request, Service Change, Service Level, Knowledge and Configuration (CMDB)** applications and processes.
* Users are populated into the system using **LDAP integration** and worked closely with ServiceNow team and Infrastructure team to facilitate this integration.
* Responsible for gathering requirements and customizing **Business Service Catalogs** for AIG organization from the scratch.
* Created and Maintained foundation data - **User Accounts, Approvers, Support Groups, Sites, Production Categorizations, and Templates.**
* Involved in providing the **design solution**, developing scripting, technical methodologies and **processes solution** to meet the customer requirements.
* Manage and coordinate activities during the overall ticket life cycle in Incident and Problem Management
* Performing quality assurance testing and user acceptance testing.
* Responsible for preparing design level, program-level and user-level documentation.
* Created Procedure guidelines used in supporting Technology and Application issues.
* Use business analysis skills to directly interface with customers to design and build applications that meet business goals and objectives.

**Environment:** ServiceNow,ServiceNow Performance Analytics, Asset Management, Incident Management, Problem Management, Fire eye, HTML, Java script, CSS, CMDB andXML

**STATEFARM, Bloomington, IL** **AUGUST 2012 – SEPTEMBER2014**

**ServiceNow Developer and Admin**

**Responsibilities:**

* Customized **UI Appearance for Problem and Change Management Application** which is simple, intuitive and easy to use.
* 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.
* 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.
* Responsible for access control, security, minor enhancements such as form or workflow editing, and UAT/Regression testing of any development.
* **Created reports, workflows, data imports for Incident, Problem, Service Request, and Change Service Now modules.**
* Responsible for gathering requirements and customizing Business Service Catalogs from the scratch.
* Created and Maintained foundation data - **User Accounts, Approvers, Support Groups, Sites, Production Categorizations, and Templates.**
* Involved in providing the design solution, technical methodologies and processes solution to meet the customer requirements.
* Manage and coordinate activities during the **overall ticket life cycle in Incident and Problem Management.**
* Involved in working with process owners to develop workflow, implement the workflows in Service Applications and administer the tools and enhanced requests by **AngularJs, Jelly scripting.**
* Performing quality assurance testing and user acceptance testing.
* Responsible for preparing design level, program-level and user-level documentation.
* Involved in the complete end to end cycle of **coding, testing, debugging, maintaining** and refining the computer software in Service Now to produce the required product in an **Agile development environment**
* Created Procedure guidelines used in supporting Technology and Application issues.
* Implemented, documented and maintained the Service-Now platform to meet specific business needs to support ITIL and business processes.
* Configured **Service Level Agreements** to define certain levels of service from both internal and external providers.
* Responsible for maintaining and growing data held within Service Now such as our users, locations, configuration items, service catalog items.
* Use business analysis skills to directly interface with customers to design and build applications that meet business goals and objectives.

**Environment:** ServiceNow, Asset Management, Incident Management, Problem Management, Fire eye, HTML, Java script, CSS, CMDB andXML

**CVS Pharmacy, RI**  **NOVEMBER 2010 – August 2012**

**ServiceNow Developer and Admin**

**Responsibilities:**

* + Involved in the complete **end to end cycle** of coding, testing, debugging, maintaining and refining the computer software in Service Now to produce the required product in **an Agile development** environment
  + Implemented, documented and maintained the **Service-Now platform** to meet specific business needs **to support ITIL and business processes**.
  + 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
  + Involved in working with process owners to **develop workflow**, implement the workflows in Service Applications and administer the tools and enhanced requests by **java script.**
  + **Customized UI Appearance** for Problem and Change Management Application which is simple, intuitive and easy to use,
  + 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.
  + Responsible for **maintaining and growing data** held within Service Now such as our users, locations, configuration items, service catalog items.
  + Creation of workflows for discovery data
  + Troubleshooting the issues with Probes, Sensors and writing up the custom probes for different appliances in infrastructure.
  + Loading the data using transform maps and creation of custom class managers.
  + Created reports, workflows, data imports for Incident, Problem, Service Request, and Change Service Now modules
  + Extensive development in our Service Now platform including creation and customization of our **Incident, Request, Service Change, Service Level, Knowledge and Configuration (CMDB)** applications and processes.
  + Users are populated into the system using **LDAP integration** and worked closely with ServiceNow team and Infrastructure team to facilitate this integration.
  + Responsible for gathering requirements and customizing **Business Service Catalogs** for AIG organization from the scratch.
  + Created and Maintained foundation data - **User Accounts, Approvers, Support Groups, Sites, Production Categorizations, and Templates.**
  + Involved in providing the **design solution**, technical methodologies and **processes solution** to meet the customer requirements.
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  + Performing quality assurance testing and user acceptance testing.
  + Responsible for preparing design level, program-level and user-level documentation.
  + Created Procedure guidelines used in supporting Technology and Application issues.
  + Use business analysis skills to directly interface with customers to design and build applications that meet business goals and objectives.

**Environment:** ServiceNow, Asset Management, Incident Management, Problem Management, Fire eye, HTML, Java script, CSS, CMDB and XML;

**NOTUSSOFT SOLUTIONS PRIVATE LTD;**

**Chennai, TamilNadu, India. SEPTEMBER 2009 – OCTOBER2010**

**BMC Remedy Admin**

**Responsibilities:**

* Design and engineer solutions leveraging all appropriate components offered by ServiceNow to answer the needs for business workflows, ticketing or other ITSM requirements.
* Customizing the out-of-the-box modules OOB by designing new workflow objects. Maintaining and bug fixing of the ITSM and other Remedy application modules.
* Provide 24/7 support on critical / high priority issues in the Environment Point of contact for all technical issues.
* Utilize in-depth knowledge of functional and Technical experience in Remedy ARS, ITSM and other leading-edge products and technology in conjunction with industry and business skills to deliver solutions to customer.
* Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, and Access Control Lists.
* Created various workflows for Incident Management, Change Management, Service Requests and SLA.
* Working with dynamic HTML components: AJAX, JavaScript, CSS, XML, HTML and XHTML.
* Designing the Content Management System for Various system which involved layout, UI pages, CSS and service catalog work.
* Working with schedule jobs, events and triggers to manage business needs and handle background work.
* Creating scheduled tasks, monitoring the ticket queues and generating statistics. Manages data with Tables, the CMDB, Import Sets, and Update Sets.
* Created notifications based on user requirements and also configured inbound email actions to create incidents or requests.

**Environment:** ServiceNow, JavaScript, HTML 5, Windows 7.

**GGK TECHNOLOGIES; Uppal, Hyderabad; INDIA June 2008 – August 2009**

**BMC Remedy Admin**

**Responsibilities:**

* Installed and configured ARS 7.0.1, Asset Management 7.5, Service Desk 7.0.1 (i.e. Incident Management & Problem Management), Change Management 7.0.1, Service Level Management 7.0.1, Service Request Management 2.1 and CMDB 2.1 on Windows/SQL Server environment
* Instrumental in drafting IT Shared Services (ITSS) BMC Remedy 7.x project plan and finalize required architecture for the same proposed project plan
* Collaborated with organization wide team leads to fine-tune existing foundation data elements. This step is an important precursor for the client to start contemplating about Remedy 7.x upgrade
* Designed and developed various new Service Request Processes using Advanced Interface Forms in the SRM 2.x environment
* Maintain a technical relationship with BMC Remedy and its support partners with regards to requesting enhancements, license management, reporting and tracking bugs, and planning upgrades
* Participate in weekly business process meetings and provide guidance from technical and operations standpoint
* Coordinate with various process managers in an attempt to either enhance existing ITIL driven process or establish new process that are in alignment with ITIL framework
* Added Business Value through recommendations and proposing solutions to optimize some of the key business processes
* Extensive Knowledge Transfer to internal staff about ITSM applications and best coding standards in Remedy

**Environment:** Windows Server 2003, SRM 2.x, MS-SQL Server 2005, BMC Remedy 7.1 p3 ITSM 7.0.3