**Ganesh**

**Professional Summary:**

* Around 8 years of experience in Information Technology, including 4+ years of expertise in implementing end- to-end Service Catalog, Incident Management, Problem Management, Change Management, Service Level Agreements and monitoring Platform Performance.
* Experience working in different Service Now implementations handling multiple clients at the same time.
* Experience in Installation and Configuration of different modules of Service-Now.
* Hands-on experience in technical implementation of **Incident Management**, **Problem Management**, **Change Management** and **Service Catalog, Knowledge management**, Project and Portfolio management and Reporting.
* Experience working on different versions of Service Now: Aspen, Berlin, Calgary, Eureka.
* Proficient in designing and developing **Service Catalog** using best practices in development.
* Created Knowledge articles & mentored & trained business users & Helpdesk users on Service Now platform.
* Participated in workshops with Service Now partner teams to help companies implement Service Now using best practices in ITSM.
* Good experience in developing workflows and in customizing the applications in ServiceNow using **Java script**, **AJAX**, **HTML**.
* Deep functional and technical knowledge of the Service Now platform as well as experience delivering medium to large-scale Service Now implementations.
* Hands on experience in web development using **HTML, JavaScript, Glide, Bootstrap, Angular JS, CSS**.
* Experienced in managing both low and high-severity incidents across the entire incident life-cycle in accordance with availability, resolution and restoration **SLAs**.
* Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks and demonstrated project management skills and experience working directly with customers and clients.
* 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.
* Proficient in all phases of **Software Development Life Cycle** (SDLC), quality management systems, project life cycle processes, implementation and enhancement of projects.
* Configured **LDAP Server**, for pulling user and group data from Active Directory.
* Involved in database designing by creating database objects such as Tables, Views, Indexes and developed code in the mid-tier server integrating Service Now with other IT systems.
* Expertise on creation of workflows for Service Catalog items in Service-Now.
* Experience in databases such as **SQL-Server** and **MySQL**.
* Worked on end to end analysis, development, testing, and implementation role out of Service- Now application.
* A very well-organized, goal-oriented and highly-motivated person with excellent communication, analytical, reasoning and problem solving skills.

**WORK EXPERIENCE**

**HONDA R& D (Implementation project) – Raymond, OH December 2015 to Present**

**Service Now Analyst**

**Project Description**: Worked as a Service Now Developer/ Administrator. Involved in implementation ofIncident Management, Change Management, Problem Management, Asset Management and Service Catalog .

* Involved creation of ServiceNow Applications, Modules, tables, columns as per requirements
* Involved in development of Service catalog which includes creating new catalog items, **designing workflows**for **Change management**.
* Involved in Implementation, Customization and Maintenance of ITIL modules such as **Incident**, **Change**, **Problem**, **Knowledge**, **Service Catalog**and CMDB in ServiceNow.
* Involved in creating the Business Rules, UI Actions and UI Policies.
* Involved in **LDAP** integration with ServiceNow for obtaining users and groups
* Worked on integrating ServiceNow with external **SOAP** and **REST** based web services.
* Involved in the ServiceNow instance upgrade activities.
* Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
* Good knowledge of **CMDB** and **Asset Management Services**: Business Services and Configuration item relationships.
* Involve in migration between various environments in Service-Now using update sets and import sets Worked with reporting in configuring Service Level Agreements (SLA).
* Experience working in**ServiceNow** versions Dublin, Eureka, Fuji, Geneva.
* Good working knowledge of the technologies web applications, networks, protocols and email (SMTP, POP3).
* Responsible for the acceptance, identification, storage and withdrawal of all supported CIs.
* Responsible for ensuring that all the CIs are registered and these records are correct and up to date.
* Worked on change management module by enhancing the tool to the stakeholders and made it easy to understand.
* Worked on **CMDB** from the scratch
* Worked on **DISCOVERY** and set up mid servers and check for the connectivity.
* Strong experience in working on user interface applications and web applications using **HTML/XHTML, CSS3, JavaScript, JQUERY, Bootstrap and XML.**

**NationwideInsurance- Columbus, OH June 2014 to November2015**

**Service Now Administrator/Developer**

Project Description: Worked as a Service Now developer. Involved in integration and changes with regards to the Service Now tool. Worked in the Service Catalog, CMS and Incident module customizations along with enhancements.

**Responsibilities:**

* Discussing the business requirements with clients and documenting them into process requests.
* A Service Now expert with experience on implementing end-to-end Service Catalog, Incident Management, Configuration & Asset Management, Change Management and Release Management.
* Created Buttons and context menus both on form and lists using UI actions.
* Written script includes and invoked them in **business rules** and **client scripts**.
* Imported many ci's using import set tables.
* Created transform maps both automatic field mapping and scripting.
* Created data sources and loaded the Service-Now tables with different data formats.
* Built forms from scratch along with advance customizations at the level of **UMacros/UI** page as per the complex requirements.
* Hands on experience in web development using **HTML**, **JavaScript** and CSS.
* Good experience in application development using **Java**/J2EE, **JSP**, Struts and spring.
* Created many standard workflows which are being re-used and propagated and handled many custom events.
* Experience in Integrating App Exchange Applications with Eclipse IDE in Sandbox and Production Environments, Working with different aspects of **Web Services** (**XML**, **WSDL**, and **SOAP**).
* Responsible for the Service Now tool administration module and creation of new Users, Roles, IT Services, Application, Business Services and Rules.
* Setting up Configuration Management from scratch defining the CI classes and their relationships.
* Developed **SLA** and **reporting**.
* Design and Implementation of service requests through service catalogue in service now.
* Experience on **LDAP Integrations** using SAML2.0
* Analyze problems, create new solutions and new techniques.
* Defining the process for each service request.
* Configured Email, inbound and outbound email actions and developed mail scripts on need basis.
* Working knowledge of Knowledge articles, incidents, **CMDB** and **dictionaries**.
* Involved in defining the Problem Management process in the firm and ensure stability in the IT plant by having a robust Major Incident management process.
* Creating scheduled tasks, monitoring the ticket queues and generating statistics.
* Creating catalogue items, workflows, inbound emails actions and update sets for service
* Developed UI Actions, script includes and Business rules for overall platform requests.
* Assisted in **Release Management** during product and patch releases.
* Receives, logs and allocates a priority to all requests for changes
* Follow up with clients and customers on process requests, special requirements etc.
* Worked on the integration of Service Now with Siebel, integrated Incident module.

Environment: Service-Now, java, CSS, HTML, Web Services, CMDB, MS SQL server-2008

**Cabela’s –Omaha NE. October 2012 to May 2014**

**Service Now Administrator/Developer**

Project Description: Worked as application support developer for Service Now application, involved in configuration and development aspects to enhance certain processes. Worked with Change, Incident and Service modules.

**Roles & Responsibilities:**

* Used ITIL practices to implement ServiceNow applications in phase by phase approach.
* Worked with Incident Management application, Problem Management, Change Management applications in escalating issues, logging,catering, diagnosing, resolving, monitoring, and reporting in ServiceNow.
* Created SLAs and participated in running SLAs and responsible for closing successfully in ServiceNow.
* Scheduled SLAs as per scope of tickets in ServiceNow.
* Written Business Rules for customizing the tool in ServiceNow.
* Worked on **integrating** Service Now with **LDAP** and **SSO** Implementation.
* Customized Incident/Problem/Change/Service catalog applications using **Business rules**, **Client scripts**, **Workflows** in ServiceNow.
* Responsible in building Catalog items in ServiceNow.
* Responsible in building **SLA** and **generating Reports** in ServiceNow.
* Defined users, groups and roles and providing accessing permissions in ServiceNow.
* Participated in validating Form and Table level using **UI Policies** in ServiceNow.
* Configured multiple Catalog Items Front-end web / GUI components using **JavaScript**, **CSS**, **HTML5.**
* Created **Email notifications** and scheduled in ServiceNow.
* Written scheduled jobs in ServiceNow.
* **SMTP configuration** for outgoing mail from ServiceNow instance in ServiceNow.
* Designed and scheduled workflows and automated the frequent occurring activities across applications in ServiceNow.
* Handling Production support tickets and assigning them to appropriate teams.
* Design solutions to enhancement requests by developing with **JavaScript** and **implementing workflows.**
* Use Service Now reporting to analyze trends of major incidents and identify a high level of root cause for the major incidents.
* Customized forms and Lists of Incident and Problem Management tables in ServiceNow.
* Used Transform maps to import Data to **Configuration Management** in ServiceNow.
* Maintaining product catalog to import the configuration item records in Service Now.
* Managed project and was involved in resource management.
* Co-ordinate with documenting processes used agile methodology to write the Business Requirements documents and designed Functional specifications.
* Configured and developed custom UI components for Incident and Service Catalog.
* Involved in production support for all the service now and report related issues.
* Worked on Creating Users, Roles and Groups and load the data to service-now objects using import sets on daily, weekly, monthly and on request basis.

Environment: Service Now Tool, JavaScript, Jelly Scripting, HTML.

**TECO – Tampa, Florida Jan 2012 - Sep 2012**  
 **Service Now -Admin**

**Responsibilities:**

* 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.
* Created 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 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.
* Worked on the integration of Service Now with Siebel, integrated Service Catalog and Incident module.
* Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
* Worked on **change management** module by enhancing the tool to the stakeholders and made it easy to understand.
* Created Data Sources from various external applications, scripts to parse incoming data and transform into ServiceNow.
* Developed reports as per requirements from management.
* Documented all implementations and best practices defined within team.
* Development of SLA for the organizations.
* Implementation of ACL.
* Customized Service Catalog Management.
* Involved in creating and updating **Access Control List** (ACL) rules to control what data users can access and how they can access.

Environment: ServiceNow Tool, JavaScript, Jelly Scripting, HTML.

**Value Labs - Hyderabad May 2009 – Dec 2011**

**Java Consultant**

**Responsibilities:**

* Worked with the business users and analyzed the requirements
* Implemented Struts framework and MVC based web application
* Developed JSP pages as a presentation layer (served as UI)
* Client side validations using JavaScript
* Written Stored Procedures and packages for database operations
* Code reviews for the Servlets in order to get high performance and coding Java Classes
* Developed Entity Beans and Session Beans for the Enterprise Prototype
* Deployed the application on Web Logic server 8.0
* Interfaces were developed to the database with the help of JDBC drivers for Oracle
* Used JDBC calls to update the database at the application server
* Written UNIX shell scripts to copy the data files from one server to another
* Developed ANT build scripts to compile and create jar files for EJB deployment in the production
* Wrote SQL queries and PL/SQL procedures for JDBC
* Installation, configuration and maintenance of Apache-Tomcat
* Developed XML related APIs in Java as XML is the data transfer standard used for communication between applications

Environment: JAVA, J2EE, Struts, Oracle 9i, Web logic 8.0, ANT, JUNIT, JavaScript, JNDI, XML, JSP, HTML, JMS, UML, UNIX

**Education:**

**Bachelor’s in Computer Science.**

JNTU Kakinada, Andhra Pradesh

**AdditionalTechnical Skills:**

* Service Now: Service Now System Administration, IT Asset Management, IT Service Management, ITIL, Procurement, Request Management, IT Change Management
* Languages: C, C++, JavaScript, XML, HTML, Bootstrap, Glide Scripting.
* Methodologies: MS SQL Server DBA, MS SQL Server 2008, SDLC, OOAD
* Operating Systems: Windows( 7, XP, 2000)
* Server Tools: MS 2008 R2, MS Office 2010, Eclipse 3.0.