**Gouthami Parthiban**

Service Now Developer/Administrator

**Professional Summary:**

* 7+ Years of Professional IT Experience with around 4+ Service Now platform as both Developer/Administrator and 3+ years as a UI Developer.
* Configured Applications using Service-Now tool used in ITIL Management. Deep functional and technical knowledge of the Service Now platform as well as experience in delivering medium to large-scale Service Now implementations.
* Experience working on SaaS (Software as a Service) based tools (Service Now), with focus on implementing ITIL processes.
* Knowledge on installation in UNIX and Linux and Solaris servers.
* Good understanding of IT Help Desk and service management along with good understanding of the ITIL framework.
* Extensively worked with Helenski and Istanbul; releases of service now with strong emphasis on supporting the ITSM application.
* Experience working with Waterfall, Agile and Scrum methodologies.
* Importing the users From AD and monitoring the mid servers.
* Configured Applications using Service-Now tool used in ITIL Management. Strong understanding of ITIL V3.
* Expert on working and solving the high priority tickets.
* Deep functional and technical knowledge of the Service Now platform as well as experience delivering medium to large-scale Service now implementations.
* Experienced in HR Case Management, HR Tasks and creating record producers.
* Experience in Configuration of different modules of Service-Now.
* In-depth knowledge of the Technical implementation of Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management, Reporting, Discovery and Integrations.
* Gaining knowledge on the latest release of service now Jakarata, Kingston.
* Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks
* Working knowledge of Knowledge articles, incidents, CMDB and dictionaries
* Extensive knowledge developing CMS in Service Now.
* Expertise in importing and exporting data in Service Now.
* Create, monitor, modify, and publish service catalog workflows with approvals. Maintain Single Sign-On integration.
* Expertise in creating and maintaining Access Control rules for securing and providing the right access to right person/role.
* Service-Now Administration and Production support including maintenance of lower life cycle instances.
* Excellent knowledge in Configuring Email Notifications and Scripting Inbound Email actions.
* Experience with Web Technology; such as: XML, HTML, JavaScript and Web Services.
* Experience in creating scripts like Client Scripts, Catalog Client Scripts, UI scripts and UI Policies.
* Created catalog items, workflows, inbound emails actions and update sets for service requests.
* Performed several Integrations like LDAP, SSO, and Remedy etc.
* Strong development experience and professional HTML5, CSS/ CSS3, JS and JQUERY and various Java and JavaScript design patterns, Web Services.
* Used Bootstrap framework for the development of responsive pages for desktop, Mobile UI, iPad, iPhone and android enabled devices.
* Hands on experience in web development using HTML, JavaScript and CSS.
* A detail oriented self-starter and a team player who has the ability to produce quality work on time in a fast-paced, deadline-driven environment and capable of managing multiple projects simultaneously. Strong skill set in the Service Now suite development including SOAP/REST integration.
* Web services, Discovery, Workflow, and CMDB. Implemented of Discovery from scratch, by installing MID Servers on remote desktops.
* Configure Servicenow tool for the defined processes. Design and develop scripts for any customization required. Supporting Power shell scripting in workflows.
* Experience in configuring the Incident Management, Problem Management, Change Management, Asset Management, Service Request Management applications and BMC Atrium CMDB.
* Configured Event Management (ITOM) by configuring Connector Instances and Connector Definitions.

**Technical Skills:**

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| **ITIL** | ITSM, Service Now, ITIL, CMS |
| **Programming Languages** | C, C++, Java, SQL, PL/SQL, ASP.Net, C# |
| **Java** | JDK 1.6, Collections, Multithreading, Networking, Generics, Exception Handling, Files and Streams, JDBC |
| **Open source Tools** | Basic knowledge on Devops tools like Ansible, Github. |
| **Scripting Languages** | JavaScript, HTML, CSS, Ajax, XML |
| **Database Tools** | SQL Client, TOAD, SQL Developer |
| **Web/Application Servers** | IBM Web Sphere 6.x, Web Logic 10, Apache Tomcat |
| **Version Control Tools** | CVS, SVN |
| **Software Methodologies** | SDLC, Waterfall, Agile, XP, Scrum |
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**Work Experience:**

**Client: Sherwin Williams, Cleveland, OH Nov’18 – Till Date**

**Role: Sr. Service Now Developer/Administrator**

**Responsibilities:**

* Worked on business requirements and technical specifications for **ITSM platform.**
* Managed Projects /tasks activities using **Agile /Scrum** within Service Now.
* Involved in consuming **Restful web service, publishing SOAP web Service, using Business Rules, Script Includes, UI Actions and other Service Now scripting modules to support data synchronization and business logic.**
* Wrote Classifiers and identifiers to direct the discovery tool to gather the information of the configuration items without errors.
* Created, Modified and merged various Update sets to deploy them into other instances.
* 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.
* Responsible for the development of change management using workflows, Business rule and client customization scripts. **Automation** of approvals and Change process was achieved by using task based approach with Run scripts in workflows and business rule and client scripting on the Record.
* Experienced Mobile / Android Developer who designed and developed consumer application for Android mobile devices with extensive user interface development.
* Proficiency in developing and design of mobile and embedded technologies on **mobile platform**, Android with SDK version from 2.3 to 4.2 and application development in Android NDK.
* Used **Notify** to communicate to group of users.
* Configuration of Email Notification and Alerts to Notify users about specific activities in the system.
* Developed Catalog Items to **automate manual forms.**
* Worked on Service Portal which includes Customizing Pages, Widgets and making use of **mobile friendly client scripts**.
* Built forms from scratch along with advance customizations at the level of UI Macros/UI page as per the complex requirements.
* Involved in Creation and modification of various **Business Rules, Script includes, Ajax Query, Jelly scripts, UI Actions and UI Policies.**
* Created **standard workflows** which are being re-used and propagated and handled many custom events.
* Integrated with Active Directory using LDAP for authentication and loaded users, groups and roles into Service Now.
* Developed solutions using **JavaScript, Web Services, SOAP, REST, WSDL, XML and other web technologies to integrate Service now with internal/ external systems and tools.**
* Implemented new applications like **Notify** and Customer Service Management (CSM) in Service Now.
* Integrated with **Twilio** calling service to make end to end calls in Customer Service Management (CSM) in Service Now**.**
* Worked on Discovery and set up mid servers and checked for the connectivity.
* Configured multiple Catalog Items **Front-end web / GUI** components using **JavaScript, Soap, web services, CSS, HTML5.**
* Created **Configuration items (CI), service catalog for service portals.**
* Created and maintained change management requests for assigned implementations and managing the change process.
* Configured workflows and created **automated scripts** for automated approval for events.
* Managed and coordinated activities during the overall ticket of lifecycle in incident and problem management.
* Experience in creating record producers for HR department and worked on **HR Case Management**, **HR Tasks** and precise knowledge on HR articles.
* Hands on experience in creating build processes using **'Power shell'** and Window Shell.
* These API's were integrated and hosted in Azure cloud platform in production and lower life cycle environments using Docker containers.
* Involved in authenticating different services and integrating application with identity management solution using Azure Active directory (AAD) and Key Vault on **Azure**.
* Troubleshot ITSM issues and Integration related work such as CMDB, LDAP and Network Automation.
* Developed new service catalog items and fixed bugs in incident, problem and change management.
* Participate productively in a Collaboration process as part of an **agile scrum team.**
* Expertise in testing Service now forms and reports for correct mapping of the objects and data correctness.

**Environment:** Service Now, Performance Analytics Asset Management, Incident Management, AWS, Azure, Problem Management, HTML, Java script, CSS, JQuery, Self Service Portal.

**Client: HCHB, Louisville, Kentucky Mar’17 –Oct’18**

**Service Now Developer /Administrator**

**Responsibilities:**

* Worked with business owners and stakeholders to translate business requirements into functional requirements within service now and proposing resolution.
* Analyzed and fully understood user requirements and current procedures in order to improve system capabilities, automate process workflows and address scheduling limitations throughout the development and delivery of the Service Now roadmap.
* Followed **Agile Methodology** for the development of the project.
* Automated the asset import using scheduled jobs and thought the use of **transform maps.**
* Worked on Service Now modules like Incident Management, Change Management, Service Catalog, Reporting and few other custom applications.
* Worked on PPM reports and dashboards as per business requirements.
* Coordinated Service Now environment/form back-end customizations. Notified clients and updated Documentation.
* Worked on **JDBC Extracts, SQL queries, Data sources, external connectivity using SN data source, Web services and Email integrations.**
* Designed many catalog items out of which few catalog items involve integration using **SOAP Web services, Restful API.**
* Worked on integration technologies such as **SOAP, SCCM, HTTP, Web services, SSO, LDAP and MID Server.**
* Implemented **end-to-end Service Catalog, Incident Management, Configuration Management (CMDB), Asset Management (ITAM), Change Management and Release Management with Knowledge of Content management.**
* Developed UI forms, fields, notifications, SLA workflows and JavaScript server/client code.
* Responsible for monitoring the **ITIL Service** delivery via process mapping audits and designed the procedure. Used auto-discovery process to discover business services to manage service health and their dependencies, resolved issues with auto-discovery process.
* Configuration of Email Notification and Alerts to notify users about specific activities in the system.
* Provided support for service now by troubleshooting functional issues, implementing bug fixes and performing root cause analysis.
* Implemented ITIL process including incident, problem, change, knowledge and CMDB for better ITSM on Service-Now.
* Constructed Data Sources from several external applications, scripts to resolve approaching information and changes into Service now.
* Participate productively in a Collaboration process as part of an **agile scrum team.**
* Did Root Cause Analysis for the incidents and interruptions in process flow and applying fix for the same within the SLA duration.
* Created transform maps both automatic field mapping and scripting.
* Prepared Deployment checklist and Test case document preparation for each deployment.
* Providing support during the **UAT process** and postproduction deployment.

**Environment:** Service Now, ServiceWatch, Performance Analytics Asset Management, Incident Management, AWS, Problem Management, HTML, Java script, CSS, JQuery, and Service Now Portal.

**Client: StoneMor Partners L.P, Richmond, VA Apr’16 – Feb’17**

**Role: Service Now Developer /Administrator**

**Responsibilities:**

* Collaborated with business users to define, analyze and understand technical requirements.
* Translated business requirements into Service Now oriented technical/procedural requirements.
* Ensured project scope and objectives are accomplished within the prescribed time frame and funding parameters.
* Designed Workflows and worked on **CMDB and Asset Management, Service Catalog, Workflow Design and Configurations.**
* Created various SLA as per client requirement with the Incident Management applications.
* Collaborated with Technology **Service Desk and Service Management** to evaluate requests to change, customize, and configure service now.
* Developed Page layouts, Navigations and presented designs and concepts to the clients for the management to review.
* Developed the webpages that included **jQuery, JavaScript and AJAX.**
* Developed web presentation layer using **JQUERY, HTML and CSS** according to internal standards and guidelines.
* Designed web applications using CSS and with the help of tags as per **W3C standards.**
* Developed solutions using **web services, SOAP, JavaScript and other web technologies to integrate Service now with internal/external systems and tools.**
* Adjusted **Service now** import sets and transform maps accordingly to ensure data entering **service now tables** match the company outlined requirements.
* Documenting and defining data models for **IT Service Catalog.**
* Hands on experience in maintaining **CMDB** while tracking the record of configurations stored in **CMDB.**
* Extensively used JavaScript to write business rule, client scripting, UI actions and for the client validations.
* Worked on Orchestration to automate the top and frequently used service requests.
* Exposure to new plugins like incident alert management, orchestration and structured problem analysis.
* Promote and support the deployment of Service Management processes to all groups interacting with the **Service Catalog**
* Coordination with BMC on known **bugs/issues and apply bug fixes/service packs.**

**Environment:** Service Now, ServiceWatch, Asset Management, Incident Management, SCCM, Casper, Problem Management, Fire eye, HTML, CSS, MS SQL server 2008, PowerShell, Jelly Script, Service Now Portal

**Client: Capstone InfoTech Pvt, Ltd, IN Jun’12– Nov’15**

**Role: UI Developer**

**Responsibilities:**

* Involved in Requirement gathering phase to gather the requirements from the business users to continuously accommodate changing user requirements.
* Converted business requirements into technical requirements in preparation of High level design document and Functional specifications.
* Design and implementation of new feature or software components for the front-end of a large Web application.
* Developed front-end UI pages and necessary backend classes to support data access and user authorization.
* Responsible for translating designs and concepts into highly usable and engaging web applications using a variety of technologies.
* Extensively worked on designing web pages using HTML, DHTML, CSS, JavaScript and Ajax.
* Customized UI Appearance for Problem and Change Management Application which is simple, intuitive and easy to use.
* Implemented various Validation Controls for form validation and implemented custom validation controls with JavaScript validation controls.
* Designed CSS based page layouts that are cross-browser compatible on all the major browsers like Safari, Chrome, Firefox and IE.
* Used MS Visio, Dreamweaver and Photoshop tools for web application development.
* Developed front-end UI pages and necessary backend classes to support data access and user authorization.

**Environment**: HTML, XHTML, DHTML, CSS, JavaScript, jQuery, Ajax, XML, WebSphere, JSON, Core Java, JSP, JDBC, Oracle, TFS