**Kumar**

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**PROFESSIONAL SUMMARY:**

* **Around 8years** of extensive experience as a ServiceNow Developer /Administrator and Front End UI Developer.
* Hands on experience on various IT Services of Service-Now tool like Service Catalog Requests, Asset Management, ServiceNow Administration.
* Experience **Developing ServiceNow applications** from **Business requirements**and**Technical design** documents.
* In-depth knowledge of the technical implementation of **Change Management, Incident Management,Problem Management, Service Catalog, Configuration Management, Reporting, Discovery andIntegrations.**
* Experience on developing **Content Management System (CMS)**and**Jelly Scripting** solutions on ServiceNow.
* Core competency areas include **IT Service Management** using ServiceNow Tool.
* Involved in **Requirement analysis**, **Business analysis**, Use Case analysis, **Change management**and**Configuration management.**
* Provided support for bug fixes, reporting, testing and other ad hoc requests.
* Expertise on creation of**workflows for Service Catalog items in ServiceNow.**
* Strong skill set in the**ServiceNow Suite Development** including SOAP/REST integration.
* Managed MID Server, scheduled jobs, import sets and transform maps to maintain integration with associateddatabases and maintain **CMDB.**
* Extensive experience in building the customs apps using **CreateNow development suite**.
* Functional knowledge and implementation experience of**ITSM frameworks.**
* Managed intake and requirements gathering for corporate wide ServiceNow instance.
* Good knowledge of **CMDB** and**Asset Management Services: Business Services and Configuration itemrelationships**.
* Understanding of**IT service management (ITSM)** and the**ITIL business process.**
* Maintain **Service level agreement (SLA)** and monitor an SLA Workflow. Expertise from Berlin through Eureka Versions.
* Created **Catalog client scripts**and **UI policies** to make client side changes.
* Proficient in building **Web User Interface** (UI) using HTML/HTML5, DHTML, XHTML, Angular JS, CSS/CSS3 and JavaScript, jQuery that follows W3C Web Standards and are browser compatible.
* Proficient in building Web User Interface (UI) using HTML5, table less XHTML, CSS3 and Java Script that follows W3C Web Standards and are browser compatible
* Experienced in building cross browser compatibility applications using HTML5 and CSS3.
* Designed Frontend with in object oriented **JavaScript Framework**.
* Experience in all phase of SDLC like Requirement Analysis, Implementation and Maintenance, and extensive experience with **Agile Methodology**.
* Highly motivated, reliable analytical problem solver and troubleshooter with strong attention to detail.
* Demonstrated ability to complete projects in deadline oriented environments.
* Quick learner and proficient in solving the technical issues in the project.

**TECHNICAL SKILLS:**

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| **ITIL** | ITSM, ServiceNow, JavaScript, HTML, CSS. |
| **Programming Languages** | C, C++, Java, JEE, ASP.Net(C#), VB.Net, SQL, PL/SQL, ADO.Net |
| **Java** | JDK 1.6, Collections, Multithreading, Networking, Generics, Exception Handling, Files and Streams, JDBC |
| **J2EE** | Servlets, JSP, JSTL, Struts, Spring AOP, JNDI, JMS, JTI, Ajax, EJB, Spring IOC, Hibernate, Java Beans |
| **Scripting Languages** | JavaScript, HTML, CSS, Ajax, XML |
| **Operating Systems** | Windows 98/XP/Vista/7, HP-UX 11.x, Solaris, Linux |
| **Scripts** | Perl, UNIX Shell Scripts, Windows batch scripts |
| **Software Methodologies** | SDLC, Waterfall, Agile, XP, Scrum |

**WORK EXPERIENCE:**

**Role: ServiceNowDeveloper/AdministratorJan 2015-Present**  
**Client: Goodyear, Akron, OH**

**Responsibilities:**

* Gathered requirement fromstake holdersfor attributes needed to develop Service Catalog items. Identifies andRecommends theITIL v3 methodologiesto delivered technical methodologies around the ServiceNowplatform.
* Attended review meetings and project meetings,Analyzed Business Requirements and FunctionalSpecificationsand performedService Catalog, Incident, Problem and Service Level ManagementImplementation.
* Utilized Java Scripting to deliver solutions that automate and audit business processes using UI Policy, ClientScript, UI Action and Business Rules.
* Created new a Custom Application development and service Creator using CreateNow.
* Configuration and customization of Help Desk and different Modules including: Business Rules, ClientScripts, Dictionary Overrides, UI Policies and UI Actions based on user requirements.
* Responsible for creating homepages including basic Reporting.
* Worked on Configuring the IP Addresses to identify the undiscovered CI's and insert them into CMDB.
* Worked on CMDB and Asset management. Performed Data migration to import data from other Applicationsand external databases.
* Created Data Sources for various external applications. Used Import sets and Transform maps to import data intoServiceNow.
* Developed solutions using JavaScript, Web Services, SOAP and other web technologies to integrateServiceNow with internal/ external systems and tools.
* Created full documentation for Service-Now applications.

**Environment:** ServiceNow (Eureka/Dublin), Java script, CSS, XML, UNIX, REST

**Role: ServiceNow Developer /AdministratorJuly 2013– December 2014**

**Client: DST Systems, Sacramento, CA**

**Responsibilities:**

* Developed solutions in the service-now platform that are ITIL V3 compliant and defined business solutions for ITILusers.
* Designed and implemented new functionality using UI Policies and Data Policy.
* Worked with business analyst to create and modify Service Catalogs and Request Workflow Designs.
* Designing the Content Management System which involved CSS and service catalog work.  
  Responsible for creating various workflows for Incident Management, Change Management, ServiceRequests and SLA's.
* Has been part of end user self-service portal management.  
  Configured end to end process for Knowledge management and worked on the knowledge Centered Support(KCS) plug-in.
* Worked on creating users, roles, groups and load the data to service-now objects using import sets on daily,weekly, monthly and on request basis.
* Configured LDAP Server and LDAP Listener for updating the user and group table record.
* Responsible for creating homepages including basic reporting, gauge configuration and dash boardpresentation.
* Involved in running the daily and weekly jobs to push the data into the application using Import Sets and TransformMaps.
* Generating weekly reports and metrics for IT management.
* Configured metrics for indicating KPI of the Industry in different measure.
* Conduct information flow analysis, process modeling within and across multiple business streams.  
  Maintained the integrity of the service-now tool across production and non-production environments.
* Provided training on service-now process, operations and capability to all required teams.  
  Involved in production support for all theServiceNow related issues.
* Designed thelayout, CSS, dynamic content for the End User Self-Service Portal design.
* Creating the UI pages to use them in catalog items using the UI Scripts.

**Environment:** ServiceNow, Java Script, Jelly Script, XML, JSON, AJAX.

**Role: ServiceNow Developer**

**Client: Health Plans, Nashville,TNJanuary 2012 to June 2013**

**Responsibilities:**

* Assisted in client implementing the MSP (Managed Service Provider) instance for Service-Now and domain separation for Service-Now Instances.
* Worked on LDAP integrations.
* Implemented various script includes, and also used them in client scripts.
* Worked with client and involved in gathering the functional requirements within ServiceNow.
* Created scheduled tasks, monitoring the ticket queues and generating statistics.
* Facilitated rollout of new applications and modules.
* Designed and implemented new functionality using Business Rules, UI Policies, and Access Lists etc.
* Involved in implementing Service Catalog and Request Workflow Design and Configuration.
* 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.
* Using import set tables many CI's were imported for the implementation of the data.
* Created data sources and loaded the Service-Now tables with different data formats.
* Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Also worked on Asset Management and loaded the data into it.
* Worked on ServiceNow Service Watch delivering process and done enhancements using Service now service watch.
* Worked on the integration of ServiceNow with Siebel, integrated Service Catalog and Incident module.
* Used JMS integration to fulfill this requirement, worked on Scheduled Jobs and Mid Server Script Includes to fulfill the requirements.

**Environment**: ServiceNow, Windows 7, HTML, JavaScript, AJAX

**Role: UI Developer**

**Client: Lera Technologies, Hyderabad, IndiaFebruary 2010 to December 2011**

**Responsibilities:**

* Working in custom created framework created extensively using JavaScript MVC and writing code that is modular and reusable.
* Responsible in implementation of the presentation layer for the application using HTML5, CSS3, JAVASCRIPT
* Writing components that hold model data and call back functions for the actions triggered from view.
* Writing controllers that are responsible for transferring control between components, routing and rendering views.
* Specially working with AJAX data consisting of JSON responses, parsing the same and presenting on the UI layer.
* Implemented various Validation Controls for form validation and implemented custom validation controls with JavaScript validation controls.
* Consuming bootstrap like Blue-UI components that are compatible for different browsers and resolutions.
* Making pages that are cross-browser compatible.
* Used GIT sever for project development
* Used Ajax, JSON to send request to the server to check the functionality of the websites.
* Used Require Js for dependency injection.
* Worked in line with Analysts and Content team to identify correct keys and content
* Used Agile methodology for the software development.
* Making pages comply to Accessibility requirements (ADA, 508-COMPLIANT) for physically challenged
* Produced semantically appropriate, standards compliant markup, and produced Rich User Interfaces.

**Environment**: HTML5, CSS3, AJAX, JavaScript, jQuery, GIT, Bootstrap.

**Role: UI Developer**

**Client:C-zentrix, Hyderabad, India June 2009 to January 2010**

**Responsibilities**:

* Extensively used Angular UI (Angular Bootstrap) for ng-grid, and UI components.
* Extensive experience using Bootstrap for layout.
* Involved in writing application level code to interact with APIs, Web Services using AJAX, JSON and XML.
* Debug the application using Firebug to traverse the documents and manipulated the Nodes using DOM and DOM Functions.
* Created reusable templates and style sheets based on UI standards and guidelines; Performed functional tasks using specifications and wireframes.
* Extensively used Debugging JavaScript using Chrome developer Toolbar, Firebug.
* Developed the UI with extensive use of JavaScript, JSON and Ajax.
* Coordinate with Interface Design Architects for meeting accessibility standards at code level.
* Participate in the team on agile development cycle.
* Worked on creating responsive website for smart devices using Responsive design and media queries.
* Produced content pages with CSS3 layout and style markup presentations and also used JavaScript methods and properties.
* Used AJAX extensively to implement front end /user interface features in the application.
* Developed the pages that are complaint to W3C standard.
* Developed different jQuery component in MVC micro architecture framework which internally use various design pattern such as singleton, command, delegate, etc.
* Version control through SVN.
* Actively participated and provided feedback in a constructive and insightful manner during weekly Iterative review meetings to track the progress for each iterative cycle and figure out the issues.
* Ensured site design integrity and quality control consistency throughout the project's lifecycle.
* Updated the website from time to time for special Requirements.
* Responsible for quality assurance of finished websites including the validation of web forms and links.

**Environment**: HTML, HTML5, CSS, CSS3, JavaScript, jQuery, AJAX JSON, Angular JS, Bootstrap.