**Mahender Reddy Allala**

**Summary:**

* 7 years of experience in IT Software industry projects providing solutions for phases of Software Development, Testing and Implementing and involved in deployment activities of **Client/Server** and **Web Applications**.
* Experience in designing, developing workflows and in customizing the applications in ServiceNow using **Java Script, AJAX, HTML, XML**.
* Extensive experience in working on projects with **Waterfall** and **Agile** methodologies such as **Test-Driven Development (TDD)** and **Scrum**.
* Experience in technical implementation of Service Now modules such as **Incident Management, Problem Management, Change Management, Knowledge Management and Service Catalog, SCCM** in latest **versions** like **Helsinki** and **Istanbul**.
* Responsible for Support, Training, product improvement feedback and Customer success programs like improving platform adoption, best practices, Customer account reviews of **ITOM**/**ITSM** SaaS.
* Proven experience in working with wide variety of **ITIL** tools like **BMC Remedy, HP service manager** and various Service Now modules, **CMDB, SDLC, ITIL Tools, Integrations** within complex **ITSM** environment.
* Designed and developed **Client Scripts, Business rules, ACLs and JavaScripting in Service Now**.
* Experience in Integration in Service Now with various external Web Services also
* Experience in configuring in Email notifications in **Service Now, UI Pages, UI Macro, Scheduled jobs, Script includes, Events**.
* Strong skill set in Service Now suite development including **SOAP/REST integration, Web Services, Discovery, Workflow, CMDB**.
* Knowledge on **AWS** (Amazon Web Services) cloud and Microsoft **Azure** integrations with Service-Now.
* Experience on doing required **Single-Sign-On integration.**
* Experience in creating **Business rules, Client Scripts, UI Policies, UI Actions using JavaScript**.
* Configured **MID Server** to import data from External Sources.
* Working knowledge in **PL/SQL** programming, including writing **SQL queries** using **Joins**, **Stored Procedures** and **Triggers in Oracle**, **SQL Server** and in **DB2**.
* Experienced in using **UNIX shell commands** and writing **shell scripts**.
* Developed User Interface projects using **HTML5, CSS3, Bootstrap, JavaScript, jQuery, AngularJS**, Database Management System Project and Simple Android Project.
* Create an access control rule (**ACL**), Use of Scripting tools and Service Now functionality to create script to automate routine task being done in Service Now.
* Configuration development and development of required integration components like **SSO, LDAP**.
* Strong knowledge in **UML, Use cases, Class, Activity and Sequence Diagrams**.
* Involved in 24/7 on-call rotation for production support. Involved in providing training to offshore team.
* Highly motivated team player with ability to solve problems, organize and prioritize multiple tasks.
* Zeal to learn new technologies and believes in giving the best in challenging environment.
* Good at Documenting and Understanding User requirements and System Specifications

**Technical Skills:**

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| --- | --- | --- |
| Service Now |  | ITIL Process (Change Management, Incident Management, Problem Management), Service Catalog, Integration with Third Party Tools, Configuration Management, Reporting, Discovery and Integrations, Service watch, Client Side and Server-Side Scripting, Client & Server API's, Glide Aggregate, Glide Record, Administration, Reporting, Orchestration, Email Notifications, Creating/Editing Home pages, Personalizing Forms. |
| Business Analysis |  | Requirement analysis, business rules, data flow diagram, flowcharts, business process modeling & improvement, functional requirement Analysis, source to target mappings, gap analysis, cause and effect analysis, decision tree. |
| Languages |  | Java, J2EE, PL/SQL, Shell Scripting, JavaScript, Angular JS, HTML5, CSS3. |
| Software Methodologies |  | SDLC, Waterfall, Agile Methodologies |
| Databases |  | Oracle 9i, Oracle 10g/11g, MySQL |
| Service Now Family |  | Dublin, Eureka, Fuji, Geneva, Helsinki, Istanbul, Jakarta |

**Professional Experience:**

**Federal Home Loan Bank of Atlanta, GA Sep 2018- Present**

**ServiceNow Developer/Admin**

**Responsibilities**

* Technical implementation of various **ITIL** processes such as **Incident Management, Problem Management, Change Management, Knowledge Management** and **Service Catalog** in **Helsinki** and **Jakarta**
* Developed **GRC** Application and integrated with **Workday** to **ServiceNow** using **REST** **message**
* Developed **Business rules, UI policies, Client Scripts, Client scripts and Scheduled Jobs**
* Configured multiple Catalog Items Front-end Web/GUI components using **JavaScript, SOAP, Web services, CSS3, HTML5**
* Coordinating with **Change** and **release** **management** team for getting the **change** and **incident** request approved for each **deployment**
* Involved in enabling **HR** module and worked on **Workday** **Integration**
* Worked on latest upgrade of ServiceNow **ATF** (**Automated Test Frameworks**) to run test suites for **Incident** module
* Developed Service catalog which includes creating new **Catalog** items and **designing** **workflows**
* Designed **New workflows** and modifying the **existing workflows** according to the customer requirements
* Configured **Email** **notification** and Alerts to notify users about specific activities in the system
* **Investigating root cause** of **Incidents** raised by users and resolving them.
* Worked on **Human Resources Service Management** and modified changes on catalogs like **Employee onboarding, offboarding, transfers and relocation**
* Deployed the developed code to **Test/Stage/Production** instances using Update Sets in ServiceNow
* Involved in Upgrading ServiceNow Version **Helsinki** to **Jakarta**
* Written test cases for **Incident** and **Service** **Catalogs** and Executed using **ATF**

**Client: Huntington Bank, Columbus, Ohio**

**Role: Service Now Developer Jan 2017-Aug 2018**

**Responsibilities:**

* Technical implementation of various Service Now modules such as **Incident Management, Problem Management, Change Management, Knowledge Management and Service Catalog in Helsinki and Istanbul.**
* Developed and Configured **Business rules, UI policies, Client Scripts, Catalog Client scripts and Scheduled Jobs**.
* Designed many e-mail templates by using HTML and jelly Scripting and used them in notifications.
* Gathering the requirements from the developers and raised Change Request for different SDLC environment by following SLA.
* Developed the administrative UI using **AngularJS**, **JSON**.
* Implemented ServiceNow **ITOM**/**ITSM** applications using ITIL V3 services best practice processes, methods, testing.
* **ITOM**, **ITSM** delivery and support for Multi-Site/ Multi theater accounts.
* Pre-and Post-installation consultant to define and implement industry ITIL best practice for the ServiceNow **ITSM** Platform.
* Deployed the developed code to **Stage/QA/Production** instances using Update Sets in Service Now **Helsinki**.
* Managed data with in Tables, the **CMDB**, Import Sets and Update Sets.
* Involved in daily and weekly meetings with client on work progress and discussion on upcoming work.
* Configured **LDAP Server** and **LDAP Listener** for updating the user and group table record.
* Developing through and through solution of representing Business Service Catalog in the system
* Developing/Customizing System Properties - **UI, CSS, System, Email, Security, Users and Groups**.
* Configured E-mail inbound and outbound email actions and developed mail scripts on need basis.
* Integrated **AWS** (Amazon Web Services) with Service-Now to provision stacks using **Orchestration**.
* Complete **documentation** of implemented work according to internal standards and procedures of the company.

**Client: PWC, Tampa, Florida**

**Role: Web and Service Now Developer Feb 2016 to Jan 2017**

**Responsibilities:**

* Worked on Service Now components such as **Service Desk, Change Management, Asset Management, Knowledge Management and Service Request management.**
* Worked on Software implementation teams interacted with senior engineers and architects for conveying the progress of project.
* Created several **UI Workflows** and application development activities including new application enhancements and new modules.
* Used Scripting tools and Service Now functionalities to create scripting used to automate routine tasks being done in Service Now.
* Involved in loading of data into **CMDB** using discovery and file imports.
* Involved in **Unit testing, user Acceptance Testing** and **bug fixing**.
* Wrote various queries using **SQL** and used **SQL Server** as a **database**. Developed web pages and components using **HTML5, CSS3** and **JavaScript**.
* Familiar with Service Now **Content Management System (CMS).**
* Utilized **JavaScript** and **jQuery** to improve overall design and **UI** of campaign websites.
* Extracted data in UI for different clients using **JSON** format.
* Implemented client-side validation using **JavaScript**.
* Involved in basic **SOAP** message creation and web service implementation.
* Used Web Developer and IE developer tool bar for debugging and browser compatibility.

**Client: Infor, Hyderabad, India**

**Role: Web Developer Sept 2012-July 2015**

**Responsibilities:**

* Involved in system **design process**, utilized rational roles for design and detailed documentation of

**Use Case diagrams**, **Structured diagrams**, **Sequence diagrams** and **Class diagrams**

* Design development of presentation layer using **HTML, CSS, JavaScript and jQuery**.
* Used **JavaScript** and **jQuery** for validating the input given to the user interface.
* Developed mockup designs as per the requirement of business.
* Developed the complete **HTML**, **CSS** and **JavaScript** of the pages with emphasis of performance.
* Implemented performance tuning to make the pages load fast and in an effective way.
* Implemented **AJAX** to speed up the Web Application.
* Used **jQuery** extensively for event handling **DOM** manipulation and cross browser compatibility.
* Performed extensive **unit testing** and **integration testing** (end to end) and prepared details **test scripts** as part of it.
* Logging the defects in **HP quality center** by performing **Automation** and **functional testing**.
* Created user test cases to support upgrade activities and releases.

Worked on creating and reviewing of **test scripts**, **test scenarios** and **test specifications** based on **designing document** and client requirements.