**MANEESH**

**ServiceNow Administrator/ Developer**

**mobile: (720) 453-2747**

**Email:** [**maneesh1379@gmail.com**](mailto:maneesh1379@gmail.com)

**Professional Summary:**

* IT Professional with 7 years of Technical Experience with expertise in IT implementation frameworks, ITSM Applications, and Technical Support.
* over 4 years of experience with Service Now application development and administration.
* Experience on various IT Services of Service-Now tool like Incident and Problem Management, Service Catalog Requests, Configuration Management, Knowledge Management, Reporting, Asset Management, change management, Integration with Web Services.
* Knowledge on creation and configuration of service catalogs, email notifications, user interfaces, workflows, data imports and exports, business rules driven user interfaces and attributes, and reports.
* Experience in implementation and support of Service Now.
* Experience working with email notifications, inbound actions, reports, and home pages.
* Experience on creation of catalog items, wizards, record producers, interceptors, user guide.
* Good Knowledge and understanding of ITSM/ITIL best practices.
* Experience on GRC (Governance, Risk and Compliance application).
* Experience in integrating tools in Service Now and other similar tools using Mid Server, web services, email.
* Experience working with Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Access Control Lists, transform maps, data sources and transform scripts.
* Creating scheduled tasks, monitoring the ticket queues and generating statistics. maintain Single Sign-On integration.
* Good Understanding in gathering Systems Requirements Analysis, Design, Coding, Testing, Implementation and Documentation.
* Configure Service-Now tool for the defined processes. Design and develop scripts for any customization required. Supporting Power shell scripting in workflows.
* Experience with various web technologies (JAVA Script, Jelly, XML, HTML, AJAX, CSS, HTTP), Good understanding of Web Services.
* Experience in Software Development Life Cycle (SDLC) in developing and designing user experiences of web applications using Angular JS, HTML5/XHTML, CSS3, Bootstrap, JavaScript, JQuery, Grunt, NodeJS, Express, AJAX, JSON, Lodash, Promises, MongoDB and IDE tools like Eclipse, STS, Visual studio and Web Storm.
* Expertise in developing HTML pages based on DIV layout and Cross browser platform.
* Extensive experience in working with CSS Backgrounds, CSS Layouts, CSS Positioning, CSS Animations, CSS Text, CSS Borders, CSS Padding, CSS Table, Pseudo Classes and Pseudo Elements.
* Experience with relational databases such as MS SQL, Oracle
* Knowledge on LDAP integrations. Very good understanding of Integration with these varieties of protocols: SOAP, JDBC, REST, JSON and ODBC.
* Experience in web development and application development using HTML, JavaScript, CSS, J2EE.
* Hands on experience in Java Script, Angular JS.
* Utilized Java Scripting to deliver solutions that automate and audit business processes using UI Policy, Client Script, UI Action and Business Rules.
* Knowledge of technical components such as LDAP, VPN, SSL and other such technologies.
* Highly skilled and proficient in using development tools with the analytical and problem-solving skills necessary to troubleshoot and provide user support.
* Ability to work effectively under pressure and to meet deadlines under sometimes stressful conditions.

**Education:**

Master’s in Computer Science & Engineering.

**Technical Skills**

* **ITSM Tools**: ServiceNow, ITSM Suite, HP Service Manager, HP Asser Manager, IBM Tivoli
* **Languages**: JavaScript, SQL, Java, J2EE, HTML, XML, C, C++
* **Application Servers:** WebSphere application server, WebLogic server, Apache, IIS 5.0, Tomcat.
* **Web Technologies:** JDK 1.4, HTML, XML, DHTML, MSXML, ASPX
* **J2EE Technologies**: Servlets, JSP, JDBC, RMI, JMS, JTA, JNDI, JMX, EJB, Applets and swing components, AWT
* **Operating Systems:** Windows 7, WINDOWS 8, Windows 2008/XP, UNIX, LINUX, PL/SQL
* **Databases**: Oracle 10g, SQL Server 2005, My SQL

**Professional experience**

**Molex.INC - Lisle, IL . May2016 -Present**

**Role: ServiceNow Developer/Administrator**

**Responsibilities**

* Deploy new releases and enhancements into the ServiceNow live environment.
* Jointly perform system and integration testing with sample / live data along with the testing team.
* Collaborate with Product owners to help find solutions for their business requirements.
* Works directly with IT Management to align ServiceNow with IT organization strategy.
* Maintain and support ServiceNow operational functions.
* Develop, test, and support new ServiceNow operational functions and modifications to existing functions using Best Buy and industry standards and best practices.
* Maintain consistent delivery of application solutions throughout the product suite by following development standards and the architecture framework.
* Develop necessary development documentation as needed (e.g. technical design, developer notes).
* Performs a challenging range and variety of complex technical and professional work activities.
* Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.
* Provide direction to junior staff.
* Assist in the designing of support for scalable server architectures for critical business systems.
* Migrate code between environments according to a formal methodology.
* Maintain an understanding of ServiceNow modules and knowledge of ServiceNow Software licensing functionality.
* Provide analysis of problems while working toward solutions to technical issues.
* Used JavaScript and HTML for UI, Servlets as front controllers.

**AT&T - Los Angeles, CA. Feb2015 – April2016**

**Role: ServiceNow Developer/ Administrator**

**Responsibilities:**

* Working with client and functional requirements within Service Now.
* Facilitating rollout of new applications and modules.
* Assisting client implementing the MSP (Managed Service Provider) instance for Service-Now and Domain separation for Service-Now Instances.
* Design and implement new functionality using Business Rules, UI Policies, and Access Lists etc.
* Service Catalog and Request Workflow Design and Configuration.
* Experience with Service Watch a plus.
* 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 to check for the data collected through discovery is accurate.
* 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.
* Worked on Fuji Version.
* Also, worked on Asset Management and loaded the data into it.
* Involved in AngularJs developing services, controllers, directives, custom directives, UI routing, Isolated scope, Filters, Digest cycle and performing AngularJs validations.
* Integrated Fire eye tool with Service-Now using Email integration i.e. inbound actions scripting.
* Worked on the integration of Service Now 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.

**Partners HealthCare - Charlestown, MA March2014–Jan 2015**

**Role: ServiceNow Administrator/ Developer**

**Responsibilities**

* Analyzing, designing and developing ServiceNow based applications and utilities.
* Development and management of workflows, database schema, notifications, form layout, web services, CMS, and other aspects of the SN platform Creation and maintenance of SN based reports.
* Promote service improvements on an ongoing basis to continually improve quality and customer satisfaction of IS services.
* Ensure alignment of ITSM solutions to Partners HealthCare’s business needs.
* Maintain and manage continual service improvement opportunities from all ITSM areas and assist with overall prioritization of improvement efforts for the program.
* Act as an administrator within Service Now handling requests and incidents.
* Maintains expertise in related information technologies and techniques.
* Provides superior customer service to all customers, both internal and external.
* Uses the Partners HealthCare values to govern decisions, actions and behaviors.
* Perform other related duties as assigned.
* Assemble information to determine, document and agree business requirements.
* Plan, manage and conduct strategic assessments, analyze and report findings and make recommendations.
* Architect Service Now solutions to support best practice processes needed to deliver business requirements.
* Create and monitor performance metrics.
* Create ad hoc reports and reporting schedules.
* Updates to configuration sets in accordance with company policy.
* Ensure application consistency across development, testing and production environments.
* Determine scope, estimate work effort and determine duration of development activities for assigned change management tickets.

**Seattle Public Utilities – Seattle, WA Oct 2012 – Feb 2014**

**Role: UI Developer**

**Responsibilities:**   
• Developed all the UI pages using HTML, XUL, DHTML, XSL/XSLT, XHTML, DOM, CSS, JSON, JavaScript, JQuery and Ajax.   
• Created XHTML Pages with CSS and the Box Model.   
• Involved in Writing JQuery based Ajax Requests using jQuery. get(url, data, callback, type) or jQuery. ajax(options) and jQuery. Post (url, data, callback, type) and jQuery .get(url, data, callback, type)   
• Used JQuery Events to manipulate the elements depends on the user interactions (like. ready (), hover (), bind (), click (), keypress ()).  
• Used JQuery plugins for Drag-and-Drop, Widgets, Menus, User Interface and Forms.   
• Developed Date Time Picker using Object Oriented JavaScript extensively.   
• Designed Pdf, Excel and Print previews for all the reports in the application using HTML, JavaScript and SQL Stored Procedure.   
• Debug the application using Firebug to traverse the documents and manipulated the Nodes using DOM and DOM Functions.   
• Involved in developing XUL, HTML, and JavaScript for client side presentation and, data validation on the client side with in the forms.   
• Worked in Onsite - Offshore model.   
• Written SQL Queries to interact with Oracle database.   
• Successfully executed all the test cases and fixed any bugs/issues identified during the test cycles.   
   
Environment: HTML, CSS, JavaScript, JQuery, Dreamweaver CS5, AJAX, JSON, XSLT, XPATH, ECLIPSE.

**ITC InfoTech, Bangalore, India Nov 2009 – July2011**

**Role: UI Developer**

**Responsibilities:**   
• Gathered system requirements for the application and worked with the business team to review the requirements, and went through the Software Requirement Specification document and Architecture document.   
• Worked one-on-one with client to develop layout, color scheme for his website and implemented it into a final interface design with the HTML5/CSS3 & JavaScript using Dreamweaver.   
• Developed CSS3 style sheets to give gradient effects. Developed page layouts, navigation and icons . Applied industry best practices and standards when project requirements were lagging .   
• Applied various Java/J2EE design patterns.   
• Performed unit and component based testing using Junit   
• Working on all the latest technologies like HTML5, CSS3, etc. Tackled various issues related browser compatibility to accommodate these advanced and fast technologies   
• Designed and developed User Interface Web Forms using Flash, CSS, Adobe, Photoshop, Dreamweaver, and JavaScript.   
• Implemented user interface guidelines and standards throughout the development and maintenance of the website using DHTML, HTML, CSS, JavaScript and jQuery.   
• Produced content pages with CSS3 layout and style markup presentations and used JavaScript methods and properties.   
• Used JavaScript and XML to update a portion of a web page thus reducing bandwidth usage and load time and add modal dialog in web pages to get user input and requests.   
• Used agile methodology for the software development.   
• Involved in used Log4j utility to generate run-time logs, creating DDL and DML SQL scripts for creation of database objects.   
• Worked with the team of architects and back-end Developers to gather requirements and enhance the application functionality and add new features.   
Environment: HTML, CSS, JavaScript, jQuery, ajax, Java, JSP, Oracle 10g, NetBeans, Hibernate, ANT, SVN, MS Visio.