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**Mrunalini Reddy**

**Email:**[Mrunalini.mr4@gmail.com](mailto:Mrunalini.mr4@gmail.com)

**Phone:** 443-290-9106

* Overall **6+ years** of professional experience in IT industry and over**4 years** of experience in Service now platform implementation, support, development and administration.
* Expertise in implementing on-site business analysis, requirements management, and business Rules and data analysis for application development.
* Functional knowledge and implementation experience of **IT Service Management (ITSM)** applications (5.5/6.x/7.x/8.1) and experience working directly with customers and clients.
* Expertise on various IT Services of Service Now tool like**Incident and Problem Management, Change Management, Knowledge Management, Reporting, Gauges, Service Catalog Requests, Asset Management, Configuration Management**, Service-Now Administration and Integration with Web Services.
* Expertise with various Service Now Versions such as Eureka, Fuji, Geneva, Helsinki and Jakarta.
* Expertise in designing, developing, customizing & administering ITSM suite of applications.
* Profound Knowledge about **ITIL standards** which are helpful in development and customization of **ITSM Applications**.
* Expertise in configuring and customizing all aspects of Service Now like **UI actions, UI policy, Business rules, Data policies, and Client scripts.**
* Enhancing the Service Now functionality by customized **JavaScript** code to support the new business needs.
* Data modelling and **creating ACL** for new custom tables including creating custom application and modules.
* Expertise on creation of **workflows** for Service Catalog items in Service now.
* Expertise in enhancing the Custom Service Now functionality by **JavaScript** code on end users demand.
* Managed MID Server, scheduled jobs, import sets and **update sets** and **transform maps** to maintain integration with associated databases and maintain CMDB.
* Worked extensively on LDAP integrations. Very good understanding of Integration with varieties of protocols: SOAP, JDBC, and ODBC.
* Profound knowledge on hand-coded **HTML, CSS, JavaScript, DOM, JavaScript/UI** libraries and their use in implementing AJAX solutions.
* Good knowledge on **Service Portal configuration** and customizations.
* Expertise in design and developing **Custom applications** in ServiceNow and utilize its potential in SaaS(Software as a Service).
* Good experience in carrying out implementation, troubleshooting, development and configuration of BMC Remedyand ServiceNow Applications.
* Profound knowledge on Business Objects Administration. Uploaded the reports and created users and groups, and setting the rights on them using **Central Management Console (CMC).**
* Expertise in scripting tools and ServiceNow functionality to **create script** toautomate routine tasks being done in ServiceNow.
* Expertise in writing **SQL Queries** in the scripts to query the database.
* Integrating Service Nowwiththird party tools and implantation of **SOAP** and **REST API.**
* Adaptive to team environment and has the capability of completing complex tasks independently.

**TECHNICAL SKILLS:**

**ITIL Technologies** : ITSM, Service Now.

**Languages** : C, C++, Java, Glide Script, TSQL, SQL.

**Web Technologies** : XML, CSS, HTML, Web services, JavaScript, JQuery, and AJAX.

**Databases** : Oracle 10g/11g/12c, SQL Server 2008/2008R2/2012/2014.

**Reporting Tools** : Business Objects, SSRS, and Crystal Reports.

**Operating Systems** : Windows 7/8/10, Windows 2008/XP, UNIX, LINUX.

**SQL Server Tools** : SQL Server Management Studio, SQL Server Business Intelligent studio,SQL Profiler, Data Transformation Services.

**CERTIFICATIONS:**

* + - ITIL v3 Foundation Certificate in IT Service Management.
    - Service Now Certified Application Developer.

**PROFESSIONAL EXPERIENCE**

**Client: Discovery Communications, Feb’17 - till date.**

**Silver Spring, MD**

**Role: Service Now Developer/Admin.**

**Project Description:**

***Discovery Communications, Inc.****is an American global*[*mass media*](https://en.wikipedia.org/wiki/Mass_media)*and entertainment company based in*[*Silver Spring, Maryland*](https://en.wikipedia.org/wiki/Silver_Spring,_Maryland)*. The company started as a single channel in 1985,*[*The Discovery Channel*](https://en.wikipedia.org/wiki/Discovery_Channel)*.The project involved design and configuration of Service Level Agreements and Operational Level Agreements in Service Now tool for both Internal and External service providers. The responsibility of implementing, documenting and maintaining Service Now environment on a daily basis.*

**Responsibilities:**

* Worked on business requirements and technical specifications for **ITSM platform.**
* Attended weekly CAB meeting to represent the Service Now incident tickets and moved those fixes to the Production after the approval.
* Involvedin 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.
* 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.
* Built forms from scratch along with advance customizations at the level of **UI Macros/UIpage** 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.
* Involved in running the daily and weekly jobs to push the data into the application using **Import Sets and Transform Maps.**
* 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.
* Createdandmaintainedchangemanagementrequestsforassignedimplementations 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.
* Developed various **Email templates** as per the User requirements and worked on the **Email notifications**
* Developed new **service catalog items** and fixed bugs in incident, problem and change management.
* Deployed checklist and test case **document preparation**.
* Expertise in **testing Service now forms** and reports for correct mapping of the objects and data correctness.

**Environmen**t:

**Service now, Asset Management, Incident Management, Problem Management,**

**JavaScript, UNIX, Java Script, jQuery, Web services, SOAP, SQL, XML, HTML, CSS, AJAX,**

**Integrations, Cloud services, ITIL, Helsinki and Jakartha.**

# Client: GE Healthcare, Jul’16– Jan’17

# Norwalk, CT

# Role: Service Now Developer/Admin.

**Project Description:**

***GE Healthcare*** *is anAmerican*[*multinational*](https://en.wikipedia.org/wiki/Multinational_corporation)[*conglomerate*](https://en.wikipedia.org/wiki/Conglomerate_(company))*incorporated in*[*New York*](https://en.wikipedia.org/wiki/New_York_(state))*and headquartered in*[*Chicago, Illinois*](https://en.wikipedia.org/wiki/Chicago,_Illinois)*. The company is a manufacturer and distributor of diagnostic imaging agents and*[*radiopharmaceuticals*](https://en.wikipedia.org/wiki/Radiopharmaceutical)*for imaging modalities that are used in medical imaging procedures.My role was to manage service now platform by performing updates, implementing and configuring new modules. I worked on creating and maintaining the catalog requests. Enhanced my knowledge on configuring and monitoring the performance and capacity.*

**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.
* Involved in providing the **design solution, processes solution** and technical methodologies to meet customer requirements.
* Created **Knowledge Articles**, Mentored and trained business users & Helpdesk users on **Service Now** platform.
* Worked on Service Now modules like **Incident Management, Change Management**, **Service Catalog, Reporting a**nd 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.**
* 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.
* Constructed**Data Sources** from several external applications, scripts to resolve approaching information and changes into Service now.
* Did Root Cause Analysis for the incidents and interruptions in **process flow** and applying fix for the same withinthe SLA duration.
* Prepared **Deployment checklist** and Test case document preparation for each deployment.
* Providing support during the **UAT process** and postproduction deployment.

**Environment:**

**Service Now, Java Script, Web Services, SOAP, SQL, XML, HTML, DHTML, CSS, XML, AJAX, Java scripting, Integrations, Cloud services, ITIL, SCRUM, CMS, Windows 7/8, UAT, Oracle 10g/11g.**

**Client: Target,** **Aug’15 - Apr‘16**

**Minneapolis, MN**

# Role: Service Now Developer.

# Project Description:

# *Target, known for second largest retail store in the United States. I worked in a team, which is responsible for configuration management processes; Service now tools and SaaS Technology including the data quality for CMDB. The project involved performing day-to-day administration of the Service Now tool to maintain business services*.

**Responsibilities:**

* Collaborated with **business users** to define, **analyze** and understand technical **requirements**.
* Assisted business units in the development of **systems requirements** and functional specifications.
* Translated business requirements into Service Now oriented **technical/proceduralrequirements**.
* Ensuredprojectscopeandobjectivesareaccomplishedwithintheprescribedtimeframe 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.
* Tracked Incident from Opening to Closure, with timely communication to business.
* Communicated with **Business Clients** and first point of contact/interface for application issues and outages between Business and Technology Team.
* 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, Asset Management, Incident Management, Problem Management, HTML, ITAM, CSS, jQuery, JavaScript, AJAX, Windows 7, AJAX, HTML5, XHTML, CSS3, XSL, SQL.**

**Client: Miracle Software Systems, Jul’13– Oct’14**

**Hyderabad,India.**

**Role: Service Now Developer.**

**Responsibilities:**

* Involved in **requirement gathering** sessions with the client and created the specification documents as per the requirements.
* Established and maintained effective **communications with customers**, other technology specialists, and vendors about services.
* Worked on customizing **Incident, Problem and Change management** screens using Client Scripts, UI Policies, UI Actions and Business Rules.
* Created **Workflow activities and approvals** for both standard and nonstandard catalog items.
* Implemented new workflows that use a variety of activities to understand how records are generated from workflows.
* As per the best practices of Service Now, developed and **configured Business Rules, Script** Includes, UI Policies, Catalog Client Scripts and Client Scripts, Scheduled Jobs.
* Designed **email templates** by using html and scripting and used them in email notifications.
* Designed **Content Management System** for various systems which involved catalog work, **layout and CSS**.
* Importing data from external sources like excel sheets using **Transform maps**.
* Integrated request for service processes for creation of **Configuration Items** to Service Now CMDB.
* Involved in redesigning the workflows using **Service Now workflow edito**r and also involved in reconciliation of complicated workflows to simpler form.
* Worked on **order guides,** to arrange them in sequential order to make the user comfortable while raising a request.
* Performed **migration activities** (Dev to QA, QA to Prod) using Update Sets.
* Worked on Glide, **Java Script, HTML, XML, and AJAX**. Done integration with third party tools using (Web services, SOAP, Email, MID Server).

**Environment:**

**Service Now, Change Management, Incident Management, Problem Management, ITIL, HTML, Java script, XML, AJAX, CSS, and CMDB.**

**Client: Tech4sys, May’11 – Jun’13**

**Hyderabad, India**

**Role: QA Analyst.**

**Responsibilities:**

* Interacted with **business users** and client to test according to their requirements.
* Coordinated with product owners/stakeholders and **supported business activities**.
* Developed relationship with internal operating groups and **Business analysts**.
* Involved in manualtesting on IT domain applications.
* Done Functional testing, **Regression testing, Integration testing**, **Database testing**, User interface and System testing.
* Having good exposure to **Agile (Scrum) Methodology**.
* Well acquainted with the software Development Life Cycle **(SDLC)** and Software Test Life Cycle **(STLC**).
* Managed software defects and assigned to developers, **Business Analyst, Product owners**, Test manager and other testers depending on the defect status.
* Assist automation tester to **outline regression test cases** for test automation.
* Evaluate and test the changes proposed by business team **for accuracy and consistency**.
* Worked on Test Management tools like **HP ALM** and **Automation Tool with QTP**.

**Environment:**

**Agile (Scrum), UAT, SQL Server 2005, MS SQL Server Management Studio MS Office (MSExcel, MS Access, MS Word, MS Power Point),QTP.**