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### Summary:

* 8+ years Technical Experienceon **Service-Now and Remedy Developer/Administrator** with expertise in ITSM Applications (5.5/6.x/7.x/8.1), Network Administration and Technical Support.
* Experience in**Monitoring tools, Bridge calls, Outage Communication, Business Impact Analysis, IT Service Continuity Management, SLA Management.**
* Strong exposure to **ITSM applications** like Incident Management, Problem Management, Change Management, Asset Management,CMDB, Service Level Management, Content Management, Knowledge Management, HR Management and SRMS.
* Develop and implement an enhanced knowledge feedback process as well as submission process.
* Experience in implementing Knowledge Management governance, version control, document audits and document usage policies.
* Experience in configuring / maintaining / customizing **ITSM 5.5 / 6.0 /7.x/7.6.x.**
* Experience in setting up of **CMDB 2.x/7.x**
* Integration Analyst responsible for **Systems** Engineering, Designing, Developing, Testing, and implementing specifications provided by the client.
* Extensive knowledge of **Remedy workflow** such as **Request Forms**, **Active Links**, **Filters**, **Active Link** and **Filter Guides** and **Escalations.**
* Experience in developing **Crystal reports** and converting crystal reportsto **Business Intelligence and Reporting Tool (BIRT) reports** for web applications**.**
* Experience in designing, developing, customizing & administering **ITSM s**uite of applications.
* Experience in performance tuning of **Remedy andService-Now**Setups.
* Remedy Specialty areas using **ITIL** best practices - **Incident/Problem Management, Change Management, Asset Management, and SLA**.
* Strong analytical and problem solving skills and the ability to interpret and communicate facts and data.
* Good Knowledge of **ITIL** and **ITSM best practices.**
* Good understanding of **Helpdesk / Service Desk, Change Management, Asset Management, Change Tasking, Service Level Agreemen**t and **Service Request Management.**
* Excellent team member with a strong ability to lead and balance multi-project workload.
* Good understanding of **Remedy Mid-tier** system and**Web Services**.
* Good Understanding in gathering Systems Requirements Analysis, Design, Coding, Implementation,Testing and Documentation.
* **Incident Management** where issues of high critical Infrastructure and Applications in production environment were facilitated with escalations, outage communications, and bridge calls management targeting restoration of services the sooner. Monitoring tools are leveraged to detect the most of the incidents.
* **Problem Management** where recurring issues are ticketed and discussed in the global meetings in regular intervals for enriched permanent solution.
* **Change Management** where the configuration items’ (CIs) change request are approved after understanding the business impact, operation hours, duration of the change and reason for the change.
* **Knowledge Management/Document Management** which contains SOPs for Incident Identification, Resolution, and Escalation Contacts etc. are maintained with 100% availability of the documents upon regular audits.
* Experience in developing strategy and identify and document the type of knowledge gaps that exist in current knowledge base.
* Experience in developing appropriate workflows for knowledge management and any variations based on type of knowledge article
* Experience in implementing Knowledge Management governance, version control, document audits and document usage policies.
* Good communication, analytical, leadership and project management skills.
* Experience in **Auditing** and **Archiving** of **Remedy and Service-Now** applications.

### Technical Skills:

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| **Remedy and Service-Now Tools** | Remedy ARS 7.6.x/7.x/6.x, Service-Now, Help Desk 7.5x/7.X/6.x/5.x,Change Management 7.5x/6.x/5.x, Asset Management 7.5x/6.x/5.x, S Help Desk 7.5.x/7.x/6.x, , SRM 7.x,  ITSM 8.1/7.6.x/6.x, CMDB 2.x/7.x, Service Level Agreement 7.x, Mid-TierRemedy, Remedy Migrator 7.x, Remedy Import 7.x,RemedyAR Suite, Remedy Approval Server Service Level Agreement7.x, Knowledge Management and Document Management. |
| **Operating Systems** | UNIX,AIX, Windows NT/98, Windows XP/7/8. |
| **Languages** | PL/SQL, XML, HTML,CSS, JavaScript |
| **Databases** | Oracle, MS SQL Server, MS Access. |
| **Reporting Tools** | Crystal Reports, SQL Server Reporting Services and Data Reports, Business Intelligence and Reporting Tool (BIRT). |

**Professional Experience:**

**Client : Penn State Health Milton S. Hershey Medical Center, Hershey, PA Apr’ 15 to Till Date**

**Role : Service Now Consultant**

The project involved many activities like Development, Administration, and Implementation etc. Involved in requirement gathering, Fuji implementation and development of new requirements and supporting Service Now. A Service Now Developer with experience on implementing end-to-end Service Catalog and Configuration Management

**Responsibilities:**

* Implementation of the ITIL processes like Configuration management and Service Catalog in Fuji instance.
* Developed Fuji instance in such a way that the custom related Business rules or UI Actions or UI Policies etc. related to any module are reduced as much as possible and the instance is mostly build Out Of Box
* Customized workflows for approvals and associated tasks.
* Configuration of Email Notification and Alerts to notify users about specific activities in the system
* Developed UI Appearance for Service Catalog Requests.
* Configured Service Level Agreements to define certain levels of service from both internal and external providers
* Writing Business Rules, Client scripts, UI Policies and UI Actions to customize the instance as per Business needs.
* Created reports, workflows and data imports for services.
* Create, monitor, modify, and publish service catalog workflows with approvals.
* Create and use update sets to move customizations between instances.
* Using Import Sets for data loading from external file or database to the Service Now
* Tested, analyzed, collaborated and assisted with translating business requirements into technical requirements to ensure a smooth implementation of applications or modules.
* Actively involved in Scrum meetings to get clarification on the requirements.
* Involved in Developing test plans for Service Now versions upgrades from Fuji to Geneva, Geneva to Jakarta.
* Worked on Fuji, Geneva, Jakarta Versions of Service Now.
* Experience in implementing end-to-end service catalog and configuration management.
* Responsible for maintaining and growing data held within Service Now such as our users, locations, configuration items, service catalog items.
* Worked on many ACE reports and findings recommended by SNOW to improve performance of the instance.
* Involved in complete life cycle of Service catalog
* Actively involved in development of Omnibus Integration with SNOW Incident Management.
* Designed generic workflows for service catalog.

**Environment:** Service-Now(FUJI, GENEVA,JAKARTA), Crystal reports 2008/9.x, Netcool, CSS, HTML, Web Services, REST, CMDB, BIRT 2.5.1, XML,JSON, MS SQL server 2008.

**Client : T.Rowe Price (Linium Consulting), Baltimore, MDNov’ 13-Apr’ 15**

**Role : Service Now Consultant**

Involved in implementing end-to-end Service Catalog, Incident Management, Configuration & Asset Management, Change Management and Release Management with extensive knowledge on Content Management System

**Responsibilities:**

* Customized the user interface of Incident, Problem Management and Change Management Applications of Service Now using UI Policies and Client Scripts.
* Responsible for Bug Fixes and new Enhancement for already implemented applications like Service Catalog and Service Level Management.
* Used web services to integrate CI/Asset data for showing association of Servers to Applications and Asset Classes.
* Monitored (server and/or application) health and the performance, availability, security, and integrity of the application and data; and made recommendations in order to improve application's functionality or performance; and periodically generate reports based on analysis/interpretation of monitoring activities.
* Creation of Access Control List with the help of Scripting.
* Responsible design and development of Compass Asset Management Modules using Service Now Scripting Tool.
* Integrated CMS of Service Now into Asset Management /IP Address Module of Compass.
* Involved in Designing, Development and Implementation of CMS (Content Management System) Web Site.
* Created data base views for Reports.
* Use business analysis skills to directly interface with customers to design and build applications that meet business goals and objectives.
* Create and use update sets to move customizations between systems.
* Designed workflow processes using an integrated set of graphical tools that allow for the creation of workflows, active forms, system integrations, dashboards and reports without writing code.
* Conduct unit testing and install new modules, releases and version upgrades from Berlin to Dublin.
* Worked on Berlin, DublinVersions of service now.

**Environment:**Service-Now(BERLIN, DUBLIN), CMDB, Java script, CSS, Oracle 10g,11g, Crystal Reports 9.x, XML, JSP, SRM 2.2/7.6, SLM 7.x.

**Client : Asurion, Nashville, TNFeb' 12-Oct’ 13**

**Role : Service Now Consultant**

Service Desk internal application, where user will take care of any issues raised by various teams enter to portal by checking logs and create level of problem/incident and assigned to teams to resolve issue

**Responsibilities:**

* Designed the User Interface and Configured the Asset Management application to support ITIL and business processes.
* Worked with process owners to develop and implement workflow with approvals.
* Created new service catalog requests and items with variables.
* Responsible for gathering requirements and customizing Business Service Catalogs.
* Responsible for providing analysis of problems and resolutions or fixes for the production issues related to Service Now platform within the Service Level Agreement.
* Involved in providing production support for Service Catalog, Incident, Problem, Change, Release, Deployment, Task, and Knowledge management modules in Service Now platform.
* Responsible for Berlin Up gradation in ServiceNow and also involved in the analysis of the impact on the existing customization after Berlin up gradation.
* Utilized Java Scripting to deliver solutions that automate and audit business processes using UI Policy, Client Script, UI Action and Business Rules.
* Captured and moved customizations between systems using Update Sets
* Updates & maintains a comprehensive testing protocol for Service-now related development and enhancements.
* Created many scheduled and KPI reports as per the client requirements.
* Created Update sets for configuring in different instances i.e., Temp, Test, UAT, DEV and Production instances.
* Optimized and Monitored system performance and provided system statistics and reports to the Business.
* Responsible for closing the open Incidents, Problems and Enhancement requests and communicating with the customer the status of the request, to ensure a timely customer satisfying result.
* Support Business departments by coordinating Moves, Additions and Changes with IT Services and Facilities.
* Involved with working in an agile development environment.

**Environment:** Service Now(ASPEN, BERLIN), Java Script, JSON, jQuery, Prototype, Web Services, SOAP, SQL, XML, HTML, CSS, Glide Script, iFrames, AJAX, Shell scripting, Integrations, Cloud services, ITIL, SCRUM.

**Client : CIGNA, Hartford, CT Oct’10–Jan’12  
Role : Remedy Developer / Administrator**

Cigna is implementing this project to upgrade their enterprise Remedy Applications to match the current BMC support model. This implementation includes upgrading AR Server from 7.5 to 7.6.04 and also upgrading their Enterprise Remedy applications to BMC ITSM suite 7.6.

**Responsibilities:**

* Involved in Design & Analysis of the Customer Specifications, Development and Customization of the Application.
* Worked on Common Request System, Problem Tracking and Time Tracking System Remedy application projects.
* Installed and Configured Remedy Action Request System and ITSM 7.x
* Implemented Email Integration which allows the end user to submit a request / create an incident ticket, add the work info and resolve the ticket by sending out the email to the AR System Email Mailbox.
* Involved in the development of web interface using Remedy Mid-tier web services consumed in .Net environment using C#.
* Installed and Configured Remedy Action Request System 7.1 and 7.5, Remedy Asset Management and Remedy Change Management.
* Implemented SRM 2.2 and created custom advanced interface form for client's business requirements.
* Deployed all of the developed internal applications on the web using Remedy 7.1 Mid-tier.
* Involved in installing and configuring Remedy Approval server and integrated with our internal CRS application by defining various roles and rules of the approval server.
* Involved in upgrading Remedy system from ARS 7.1 to ARS 7.5
* Involved in installing and configuring and setting up of data in CMDB 1.1 and 2.0.
* Involved in migration of definitions and data using Remedy Migrator, import and export tools from development to production system.
* Involved in implementation of Remedy Flashboards for various SLA, CTID problem ticket statistics.
* Involved with the configuring of SLA’s depending on requirements of various groups.
* Configured different approval rules and roles for the current setup.
* Was instrumental in identifying CI’s / Classes and relationships while setting up CMDB.
* Designed different service reports to be used by the Quality department using crystal reports
* Extensively involved in creating Remedy Forms, Active Links, AL Guides, Filters, Filter Guides, and Escalations for work flow.

**Environment**: Remedy ARS 7.x/6.x, Remedy Migrator 5.x, CMDB, Remedy Import 7.x/6.x, Remedy Helpdesk Application 7.x, C#, C++, Unix, MS SQL Server 2005, Crystal Reports 9.x, .Net, XML.