

NAVEEN SURAPANENI

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ServiceNow Developer/Administrator

EXECUTIVE SUMMARY

* 7 years of total IT experience in software development and 5 years of experience in **ServiceNow platform** as a **Developer** and **Administrator**.
* Good understanding and knowledge on all phases of the software development life-cycle (**SDLC**) and familiar with methodologies like **Waterfall, Agile/Scrum**.
* Overall responsibility, including management, maintenance, upgrades, and improvements for IT Service Management application (ServiceNow) and underlying **ITIL** Processes.
* Hands on experience on various IT Services modules of Service-Now tool like Service Catalog Requests, **Asset Management**, **Configuration Management**, **ServiceNow Administration**, **Incident** and Problem Management, **Knowledge Management**, Project Portfolio Management, Reporting, **Gauges**, Integration with Web Services.
* Experience in Installation and Configuration of different modules of ServiceNow. 
* Experience with various web technologies (**JAVA Script, Jelly, XML, HTML, AJAX, CSS, HTTP**), Good understanding of Web Services.
* Experience in web development and application development using **HTML, JavaScript, CSS, J2EE**.
* Created Knowledge articles & mentored & trained business users & Helpdesk users on ServiceNow platform.
* Design and configuration experience in **ITSM** and customizing the applications using Java script, AJAX and **HTML** in **ServiceNow**.
* Participated in workshops with ServiceNow partner teams to help companies implement ServiceNow using best practices in **ITSM**.
* Experience in Service Now discovery configuration to populate CMDB.
* Hands on experience in web development using HTML, JavaScript and CSS.
* Hands-on experience in technical implementation of Incident Management, Problem Management, **Change Management** and **Service** **Catalog**.
* Expertise in Waterfall and iterative methodologies such as Rational Unified Process (RUP) methodology, and Agile.
* Good exposure to **Agile** methodologies like **XP**, **Kanban**.
* Hands on experience on various ServiceNow Modules like Service Catalog, Incident, Problem, Change Management, **SCRUM**, Configuration Management Database, Asset, **Knowledge**, Release, Content Management, **SLA**, **ACL’s**, Reporting and Integration with Web Services.
* Script Includes by using **Glide** **Form**, **Glide System** and **Glide** **Record** objects used by several other important objects. Facilitating rollout of new applications and modules.
* Extensive knowledge of Front End Technologies: **HTML, CSS, JavaScript, jQuery, AngularJS, XML, XSL** and **XSLT**.
* Worked on Various Web Services Integrations using **SOAP** and REST.
* Supported the IT team responsible for the implementation and administration of the ServiceNow implementation, including managing system configurations, gathered and documented user and process requirements, developed workflow customizations.
* Hands on experience **Dublin**, **Fuji**, **Geneva**, **Helsinki** and worked on upgrading **Helsinki** to **Istanbul**.
* Worked on **LDAP** and **SSO** integrations.
* Work experience on **DISCOVERY** and set up mid servers and check for the connectivity.
* Strong verbal, written and interpersonal communication skills.
* Strong team player, ability to work independently and in a team as well, ability to adapt to a rapidly changing environment, commitment towards learning.

**TECHNICAL SKILLS**

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| --- | --- |
| **ITIL** | ITSM, Service Now |
| **Programming Languages** | C, C++, Java, SQL, PL/SQL |
| **Scripting Languages** | JavaScript, HTML, CSS, Ajax, XML |
| **Software Methodologies** | SDLC, Waterfall, Agile, Kanban, Scrum |
| **Database** | Oracle 10g, MySQL |
| **Database Tools** | SQL Client, TOAD, SQL Developer |
| **Web/Application Servers** | IBM Web Sphere 6.x, Web Logic 10, Apache Tomcat |
| **IDE** | Eclipse, Net Beans |
| **Version Control Tools** | CVS, SVN |

EDUCATION

* Bachelors in Electronics & Communications Engineering
* Masters in Information systems

**PROFESSIONAL EXPERIENCE**

**ServiceNow DEVELOPER/Admin May 2017- Till Date**

**Facebook – California**

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. Project involves working in the Service Catalog, Dashboards, and Event Management and Incident Management module customizations along with enhancements.

***Responsibilities***

* Created various front-end forms, and associated Client Scripts, UI policies, including advanced customizations that require modification of UI Pages/Macros.
* Integrated service now with 3rd party tools and implementations using SOAP and REST API.
* Worked on Service Mapping to define business services, troubleshoot the discovery and mapping process as well as create new discovery patterns.
* Troubleshot ITSM issues and Integration related work such as CMDB, LDAP and Network Automation.
* Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks and experience working directly with customers and client.
* Designing and customizing new applications and modules as per the requirements. Development of requirement integration components (SSO, LDAP, SOAP).
* Worked in coordinating all the changes through ITIL based change management practices.
* Implemented and maintained the Service now platform to meet the business processes and support ITIL.
* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in Service Now.
* Experience working in Software as a Service (SaaS) environment.
* Troubleshot ITSM issues and Integration related work such as CMDB, LDAP and Network Automation.
* Manage the Configuration Management Database, design and update process by partnering with all stake holders. Produce Quarterly reports for Service Assurance baselines.
* Coach team members on Agile principles and assessing team maturity
* Removing impediments
* Used the development tools provided in Widget Editor to write AngularJS, CSS, and JavaScript to power a portal.
* Configured and executed client’s scripts/UI policies.
* Integrating Service catalog module with third party application tools using Web Services and fixing the issues which come up while the tools are getting interacted.
* Created several Client Scripts, UI policies, and UI Pages using JavaScript. Used Notifications to communicate to group of users. Developed Views, Approval and Assignment Rule Development.
* Work with Process owners to make Service Catalog More intuitive and ensure that Catalog description are Customers facing
* Plan and design effective end-to-end service management solutions that drive business value across complex and heterogeneous environments
* Established effective communication for the department with consistency across development and business management. Presentations, recommendations and updates provided regularly to the Agile manager.
* Experience in Analyzing and recommending reporting strategies based on business priorities and design workflows
* Develop / Configure workflows, forms, and underlying logic using SCRUM / Agile methodologies. Worked on loading the data into Service-Now using import sets.
* Imported Configuration Items (CI) from third party applications using import set tables.
* Involved in migration between various Service-Now instances using Update Sets.IT Eliminate the service outage in Jakarta.
* Managed users, groups and roles, Advanced Schedule jobs and Business rule creation. Managed data with Tables, the CMDB, Import Sets, and Update Sets.
* Resolve Real Time security Threads Fast in Jakarta. Resolving customer issues at light speed in Jakarta.
* Design and customize new Applications and Modules as per the requirements.
* Create users, groups, roles and load the data to ServiceNow using import sets on daily, weekly or requirement basis.
* Working on Jakarta and Kingston latest versions. Developed dynamic business service maps and reduced orphaned server count by combining AWS
* Write Business rules, Client scripts, UI policies and UI actions to customize the instance.
* Work on REST API as a third party application for Integration. Work on ServiceNow scripts by using JavaScript also used Angular JS for creating UI Scripts.
* Transfer data from one instance to other by creating and modifying Update sets.

# ***Environment***: ServiceNow, CMDB, SOAP, AJAX, JavaScript, CSS, XML, HTML, XHTML, Windows 7, SQL Server.

**Digicert - Lehi, Utah June 2016– March 2017**

**Service Now Administration**

*Responsibilities:*

* Manage ITIL Processes monitoring overall system performance using the System Performance and System Diagnostic dashboards. Integrating Service Now with other systems and customization.
* Worked with reporting and configuring service level agreements (SLAs). Design and implement new functionality using Business Rules, UI Policies, and Access Lists etc.
* Maintained the ServiceNow modules and software licensing functionality.
* Possess knowledge on the technical implementation of various ServiceNow modules such as Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management, Reporting, LDAP, MID Server, Inbound/Outbound emails and Discovery.
* Developed ServiceNow applications, including modification to existing ITSM modules. Good understanding of web services with SOAP/ XML/ WSDL and HTTP Request Methods.
* Reviewed specifications and confirm understanding.
* Development, Designing and Implementation of Cloud Solutions, ITSM processes and technology, Software Defined Networks (SDN).
* Installed MID Servers on remote desktop and conducted tests required for Discovery.
* Worked on Discovery to re-locate the devices that were irregularly managed and found a solution in resolving the issues with using the discovery tool for a better use.
* Worked on Discovery to update and insert asset information on a regular basis.
* Analyzed user requirements to improve system capabilities, automate process Work flows and address scheduling limitations throughout the development and delivery of the ServiceNow.
* Handled all the client-side validations, slide show, hide and show controls, dropdown menus and tab navigation using JavaScript.
* Developed front-end screens with HTML, DHTML, CSS, JavaScript’s.
* Worked and created employee login id’s email pages by using HTML, CSS and AngularJS. Used AngularJS as the development framework to build a single-page application.
* Communicating with the end users and understanding the difficulties and as per that improving automation and efficiencies in Service Now.
* Creating new groups and adding users to the groups in ServiceNow.
* Conducting retrospective using STOP, START, CONTINUE methodologies.

**Environment**: ServiceNow, JavaScript, CSS, xml, Html, Kanban, JavaScript, Apache jelly, REST, SQL, SOAP, SCRUM, Agile.

**Service Now Developer Oct 2012 – Nov 2015**

**TriGeo Technologies**

**Hyderabad, India**

TriGeo is a developing Application which makes ease for all the users to request for different services by accessing through a single form. Requesters raise the Work orders for their requests and Co Coordinator assigns the Work orders for the Fulfillers to fulfill them. The same Application is developed for the Tablet and Mobile users as well which reduces the work of fulfillers to access the work orders without logging into the instance.

***Responsibilities***

* Create, review and document test scripts, test plan and test cases for application development in ServiceNow and conduct UAT testing and demo before deployment to Production.
* Integrating Service catalog module with third party application tools using Web Services and fixing the issues which come up while the tools are getting interacted.
* Responsible for the ServiceNow tool administration module and creating new Users, Groups, Roles, IT Services, Application, Business Services, Routing rules and Blackout Freeze rules.
* Created many scripts which include Business rules for server-side scripting.
* Expertise on creation of workflows for Service Catalog items in ServiceNow.
* Good knowledge on Single Sign on and event-based integrations. Integrated BMC Remedy with External systems using web services.
* Perform ServiceNow implementation tasks including configuration, integration, custom programming.
* Setup MID Server used by DISCOVERY and troubleshooting problems with the tool configurations. To set up Configuration Management and defining the CI classes and their relationships.
* Configured and maintained BMC Remedy Foundation Data.
* Used data Sources & web integrations for setting up the configuration database in ServiceNow.  Designed Workflows, along with standard Workflow templates which can be reused.
* Worked extensively on LDAP integrations. Very good understanding of Integration with various network protocols.
* Customized various applications like Incident, Problem and Change management.
* Created some modules by providing the link type URL which helps to navigate to other sites from the ServiceNow itself.
* Implement new functionality using Business rules, UI policies, Access control lists (ACL) etc.
* Work on the System Requirement Specifications (SRS) including problem analysis and system definition models.
* Design and implement of service requests through ServiceNow Catalog. Understand the requirements and designing of work flows.
* Track the record of configurations stored in CMDB.
* Created, Modified and merged various Update sets to deploy them into the other instances. Worked on Import sets and Transform maps to import the data from the Spreadsheets.
* Exporting and Importing of data in XML files.
* Upgraded to Istanbul version. Email notifications and SMS notifications are configured to alert the users of ServiceNow.
* Created various reports and customized the Homepages with the reports as per the usage and need of the users.
* Involved in developing the same Application for the Tablet users and for the Mobile users too.
* Researched on Boston University and MIT ServiceNow experience and implemented for the Harvard Business School as ServiceNow is a pre-dominant tool in present market.
* Worked on integration using SOAP, REST, LDAP and JSON.

***Environment****:* Service Now, Workflows, JavaScript, REST, SOAP, Service Catalog, User Administration, Oracle 10g, Service Level Management (SLM).

**Skill Cap Global IT Solutions**

**Hyderabad, India Jun 2009 - Sep 2012**

**Jr. UI Developer**

Skill cap is a global business technology solutions and services provider. Skill cap is pioneering industry-specific solutions and new age digital practices that enable rapid growth, rich value and specific business outcomes. The project was to develop web portal for student health and life insurance across west coast.

***Responsibilities***

* Involved in requirements gathering, analysis, design and testing of the complete system. Designed and created various tables required for the project in MySQL database.
* Part of the team which was responsible for designing and developing the application in n-tier fashion as per struts based MVC architecture standards
* Implemented the presentation layer using JSP, HTML and CSS.
* Designed and developed the Web-based User Interface on Jakarta Struts Framework using Java, Beans, Servlets, JSP and JavaScript.