** Certified System Administrator**

**Lohit Kumar**

**ServiceNow Administrator/ Developer**

**PROFESSIONAL SUMMARY:**

* Around **7 years** of experience in IT Professional with more than **4 years** as ServiceNow developer and administrator.
* Experience on various IT Services of Service Now tool like **Incident, Problem, Change, Service Catalog requests, Report, Gauges** and **Web Service Integration Along with MID Server**.
* Expertise on creation of **workflows** for Service Catalog items in ServiceNow
* Experience on Various ServiceNow customizations as per client’s requirement.
* Experience in working with Content Management System (CMS)in ServiceNow using **Jelly Script** and **UI Macros.**
* Created **transform** maps both automatic field mapping and scripting.
* Managed scheduled jobs, import sets and transform maps to maintain integration with associated databases.
* Generating reports by using the **Performance analytics** and report editor.
* Expertise on technical implementation of various ServiceNow modules such as **Business Rules**, **Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes,** and **Access Control list.**
* Experience in working with Workflows for **Service Catalog items, Approvals** and **Dynamic task** in Service Now by using Workflow Editor in ServiceNow.
* Hands-on Experience in **Orchestration** Workflows
* Experience in **LDAP integration**, Email integration and external web service Integration like **SOAP**-based and **REST API -**based in ServiceNow.
* Experience in **ServiceNow Event Management** by configuring **Event Mapping Rules, Event Transform Rules, Alert Rules,** and **Incident Templates.**
* Experience in API web services.
* Hands on experience with **Eureka, Fuji, Geneva, Helsinki and Istanbul**.
* Good understanding on **Jakarta** and **Kingston**.
* Experience in System and process automation (**orchestration**)
* Very good understanding and working experience of **Agile Scrum** Process.
* Expertise in **importing** and **exporting** data in ServiceNow.
* Experienced in **CMDB integrations** and Responsible for building the CMDB integrations with the enterprise monitoring and service management tools.
* Extensive experience in working with **JavaScript** Frameworks like **jQuery**.
* Worked on Configuring the IP Addresses to help find out the un-discovered CI's into **CMDB**.
* Prepared and maintained process and system-based documentation.
* Involved in **Self-service portal** designing, development of Home Page, Place Order for Service Catalog, Knowledgebase, creating service tickets, Alerting users on Outages
* Experience with ServiceNow Discovery tool Service Watch to Discover and import CMDB items.
* Integrated with **BMC Remedy** using SOAP Messages and Scripted Web Services.
* Experience in Web development using the **HTML, Java, JavaScript, CSS, AngularJS, jQuery JSP** and **Hibernate.**
* Developed web-based applications using **Java Beans, Servlets, JSP, XML, Webservices,** and **RML**.
* Experience in various stages of **Software Development Life Cycle(SDLC)** such as Requirement, Design, Implementation, and Testing.
* Work effectively with others in a team environment & Lead various projects.
* Ability to adapt to a rapidly changing environment, commitment toward learning.

**Education:**

* Master’s in information technology – Concordia University Wisconsin, WI.
* Undergraduate in Computer science- CMJ, INDIA.

**Certifications:**

* ServiceNow Certified System Administrator.

**TECHNICAL SKILL:**

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| --- | --- |
| **Software Methodologies** | Waterfall, Agile, and SDLC. |
| **ITSM Tools** | ITSM Tool ServiceNow, ITSM Suite, and BMC Remedy. |
| **ServiceNow Modules** | Incident Management, Change Management, Problem Management, Service Catalog, Service Level Management, CMDB, On-call scheduling, Data Loading, Knowledgebase, and UI Marco. |
| **Scripting Language** | HTML, CSS, JavaScript, jQuery, AngularJS, Bootstrap, AJAX, JSON, Jelly script, XML, VB Script and SQL. |
| **Programming Languages** | C, C++, Core Java, and PHP. |
| **Database** | MySQL, SQL, and Oracle. |
| **Web Technologies** | J2EE, JDBC, Servlets, JSP. |
| **Application Server** | IIS 6, Apache Tomcat, WebLogic, and Xampp. |
| **Operating Systems** | Windows, Mac, and Linux. |
| **Web services** | SOAP and REST. |

**PROFESSIONAL EXPERIENCE:**

**Client: Sanofi -Westborough, MA May ꞌ 2018 to Sept 2018**

**Role: ServiceNow Developer/Admin**

**Responsibilities:**

* Creation of catalog Items with Variables and Variable sets.
* Gathering Requirements from client creating catalog items.
* Created different type of Indicators in **Performance analytics**.
* Created different type of breakdowns in **Performance analytics**
* Created dash board in the **Performance analytics.**
* Developed **UI policies** and **UI actions** to configure form.
* Involved in creation of custom **Widgets using Angular JS** for the **Service Portal.**
* Developed Indicator by using the formula.
* Creation of **Workflows** and Execution plans for the catalog items.
* Creating approvals in workflows and execution plans. Creation of UI pages for a better visual appearance in catalog items.
* Interacted with the Business Analysts in understanding the business requirements for the project.
* Creation of catalog items using variables and workflows.
* Using **update sets, UI scripts, Notifications** as part of customizing the ServiceNow.
* Using Transform maps to import Data to Configuration Management.
* Worked closely with the **Business Analysts** and process team to gather requirements to design the applications and formulate the test cases.
* Maintaining product catalog to import the configuration item records.
* Customizing the forms and Lists of Incident and Problem Management tables.
* Writing **Business rules, Client scripts, UI actions and UI Policies** as per the client requirement.
* Having good experience in Configuring, implementing and enhancing the**HR Case Management**.
* Involved in Incident Reporting and Change reports to track process of repairs and determine the current quality of the application.
* Written Script to build an application with a systematic approach.
* Importing the Data in different formats (excel, csv, xml) via attachments.
* Participated in scheduling **CMDB and Discovery.**
* Writing Data Sources, transform maps and properly analysing coalesce to avoid duplicates.
* Making sure that asset table mandatory fields are filled while importing.
* Moving Update sets from one environment to another environment.
* Scheduled Job creation for make the user data update based on **HR Management** User data.
* Writing Scheduled jobs and schedule imports depends on the requirements.
* Monitored the workflows on the daily basis, and to act in case of fails.
* Trained the end users to effectively use the reporting application to build and customize their reports.
* Creating the different types Knowledge articles.

**Environment:** ServiceNow Helsinki/Istanbul, ITIL, JavaScript, Web Services, XML, DHTML, jQuery, JSON.

**Client: Cap Gemini -Chicago, IL Feb ꞌ 2018 to Aprilꞌ2018**

**Role: ServiceNow Developer/Admin**

**Responsibilities:**

* Different reports are developed by using the **Performance analytics** and report editor.
* Created different type of Indicators in **Performance analytics**.
* Created different type of breakdowns in **Performance analytics**
* Created dash board in the **Performance analytics.**
* Developed **UI policies** and **UI actions** to configure form.
* Created Catalog Requests and record producers.
* Documentation Service catalog changes from Helsinki to Kingston.
* Development of **Service catalog**, which includes creating new catalog items, designing workflows and execution, plans.
* Automated standardized HR process using HRSM.
* Involved in number of IT Dashboard Creation, Report Creation and Gauge Creation.
* Created live and dynamic reports using Performance Analytics.
* Participated in scheduling **CMDB and Discovery.**

**Environment:** ServiceNow ITSM tool, ServiceNow Reports, HRSM, Dashboards, Java Scripts, LDAP**.**

**Client: SAP Fieldglass -Chicago, IL Augꞌ 2016 to Febꞌ2018**

**Role: ServiceNow Developer/Admin**

**Project Description:** Design and development of custom applications, integration using web services and implementation of knowledge management, service catalog, and asset management. Customization of Employee Self-Service portal and design and development of UI Pages.

**Responsibilities:**

* Implemented the **Knowledge management, Service Catalog,** and **Asset management**.
* Configured the email inbound actions that trigger incident with an email.
* Worked on **Email logs** and troubleshooting on emails with issues.
* Created buttons and context menus both on form and lists using UI actions.
* Configured SLA's using **SLA definitions** for Incident Approvals, Catalog Tasks and Catalog Items.
* Configured the MID server and established the communication without side system using **LDAP and SSO.**
* Configure and Administration catalog items and adding them to Employee self-service page.
* Developed **UI policies** and **UI actions** to achieve customer requirements.
* Utilized **Java Scripting** in Business Rules, Client scripts, UI Policies and UI Actions to deliver solutions that automate and audit business processes
* Planned and implemented a complex, enterprise wide, six sigmas, and global, Infrastructure **Asset Management** In-sourcing project.
* Wrote Classifiers and identifiers to direct the **discovery tool** to gather the information of the configuration items with no error.
* Expertise on using **DISCOVERY** to load configuration information to **CMDB**.
* Supported the team with improvising the **Discovery tool** and the configuring the CI's.
* Upgraded **Helsinki** instances to **Jakarta** and solved upgrade issues.
* Responsible for gathering the requirement from the client and using scrum process we used to divide the work.
* Created reports and widgets by using the performance analytics.
* Implement security on applications using Roles and **ACL's** (Access Control Lists) on application components.
* Managed User **Administration** in ServiceNow providing the required levels of Access for the customized solutions.
* Provide day to day Administration and support of ServiceNow.
* Worked with **Orchestration** to automate New Hire process to create AD account, Email Account and other application access.
* Customized and created widgets on the form as per the requirements and redirected **service portal** to end user.
* Deployed various Mid Servers and maintained Mid Server connectivity using **Discovery probes**, **Discovery schedules** and **Sensor scripts**.
* Created data sources and loaded the Service Now tables with different data formats using **Transform Maps**.
* Designed **Orchestration** Workflow for AD and Email Exchange.
* Design the **UI Pages** and **portal** pages for the **Employee Self-Service** **portal (ESS)** using different components in **CMS** (Content Management System).
* Defined new validations through **Angular.JS** for the form field validation implemented through HTML5.
* Integrated with BMC Remedy using SOAP Messages and Scripted Web Services.
* Integration of ServiceNow with BMC Remedy for ticket creation on change submit.
* Development of custom catalog items using record producer.
* Created ACL's for tables/forms/modules and managed user/group roles.
* Involved in design of the **Knowledge Management Portal**.

**Environment:** ServiceNow Geneva/Helsinki/Istanbul/Jakarta, ITIL, JavaScript, Web Services, XML, DHTML, jQuery, JSON.

**Client: Gap Inc - San Francisco, CA Augꞌ15 -Julyꞌ16**

**Role: ServiceNow Developer/Administrator**

**Responsibilities:**

* Involved in providing the design solution, technical methodologies, and processes solution to meet the customer requirements.
* Design and develop solutions within the **Service-Now environment** to include modifications of applications.
* Involved in Implementation, Customization, and Maintenance of **ITIL modules** such as Incident, Change, Problem, Knowledge, Service Catalog,Asset management and **CMDB** in Service-Now.
* Creation of different Parent Categories, Categories, Sub Categories, Catalog Items, Variables, Variable sets and all other necessary things required for implementation.
* Re-built **Service Catalog Items** with minimal time usage on submitting a ticket by getting together the teams to provide their valuable suggestions and making it easy to understand the new release.
* Worked with **Record Producers, Order Guides, Work Flows** and **Orchestration** in Service Catalog Management
* Managed Product /Audit / Build documents on SharePoint.
* Developing the logic that converts variable selection to **catalog item** added to cart. This allows the selected variable to appear as an aline item for the request.
* Involve in migration between various environments in Service-Now using update sets and import sets.
* Worked with reporting in configuring **Service Level Agreements** (SLA).
* Created **reports**, **workflows, and data imports** for Incident, Problem, ServiceRequest, and Change Service-Now modules.
* Involved in working with process owners to develop workflow, implement the workflows in Service Application and administer the tools and enhanced requests by javascript.
* Responsible for maintaining and growing data held within Service-Now such as our users, Service catalog items.
* Perform day-to-day administration of the ServiceNow Tool Maintain business services and configuration item relationships in ServiceNow tool.
* Design and implement new functionality using **Business Rules**, UI Policies, and Access lists etc.
* Configured multiple Catalog Items Front-end web / GUI components using **JavaScript, SOAP, Web Service, CSS, and HTML.**
* The configuration of **Email Notification** to alert users on Service-Now activities.
* Performing quality assurance testing and user acceptance testing.
* Worked on migrating data from old tools (Remedy) to new Service-Now tool using different data sources.
* Responsible for debugging, troubleshooting & resolving the issues. Prepare a root cause analysis (RCA) report.

**Environment:** ServiceNow, JavaScript, Business Rules, UI Policies Java, CSS, Html, SharePoint, Web Services.

**Client: CSC, Hyderabad, India Aprilꞌ13– Febꞌ15**

**Role: ServiceNow Developer/ Administrator**

**Responsibilities:**

* Provided direction and development work in a highly-customized instance of ServiceNow as an internally-hosted setting.
* Customization and **Administration** of ITSM, Incident, Change, Problem and Knowledge management, Service Catalog, Asset management and Workflow Management in ServiceNow.
* Providing **24/7** support in handing P1 and P2 tickets.
* Integrated Service-now **CMDB/BSM** module with Service-now Incident Management module.
* Provided weekly **KPI reports** to upper management
* Deployed, configured and customized Service-now Service Request Management module.
* Created roles, views and user groups pertaining to the use cases. (Fuji and Eureka)
* Performs **core configuration** tasks including System policies, Business rules, and Client scripts.
* Manages users, groups, and roles.
* Manages data with Tables, the **CMDB,** Import Sets, and Update Sets.
* Creates **Workflow** activities and approvals. Implement new workflows that use a variety of activities to understand how records are generated from workflows.
* Coordinates **Service Catalog options**, including two-step checkout, cart controls, and variables.
* Different reports are developed as per the **client's** requirements and usage.
* Coordinates installation of ServiceNow upgrades and/or service packs.
* Develops and manages the preparation of systems, test criteria and control for upgrades, service packs, new functionality, enhancements or error correction.
* Develops and improves user systems procedures and prepares systems documentation.
* Establishes and maintains effective communications with customers, other technology specialists, and vendors about services.
* Used Transform maps to **import Data** to Configuration Management in ServiceNow.
* Maintaining product Catalog to import the configuration item records in ServiceNow.
* Created notifications based on user requirements and configured **inbound** email actions to create incidents or requests.

**Environment:** ServiceNow, AJAX, JavaScript, CSS, XML, HTML, XHTML, Windows 7.

**Client: Synopsys, Hyderabad, IN Juneꞌ11-Marꞌ13**

**Role: UI Developer**

**Responsibilities:**

* Involved in the Analysis, System study and designing of the project.
* Developed front-end screens **with HTML, DHTML, CSS, JavaScript** and **JSP's.**
* Extensively did client-side validations using **JavaScript** and developed the required Servlets.
* As a developer, coordinated with onsite team and client in understanding the business process and requirement understanding.
* Developed stored procedures, triggers, functions and database tables in Oracle database.
* Participated in Code review and **Quality Assurance**.
* Involved in production support and bug fixing.
* Used **JDBC**, application server provided transaction API for accessing data from the Oracle using standard statements.
* Preparation and review of Unit Test Plan, Unit Testing, Test Results review and other quality related work.

**Environment:** HTML, DHTML, CSS, JavaScript, JSP, Adobe Dreamweaver, Eclipse, Subversion.