**CSA**

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### Summary:

* **8+ years** of experience in **Oracle 11g/10g/9i/8i, SQL, PL/SQL, SQL\*Loader, SQL\*Plus and Unix Shell Scripting** with **5+ years of hands on SERVICE NOW experience in providing ITIL and IT Service Management Solutions in IT Infrastructure with expertise in the ITSM suite.**
* A **ServiceNow Technology Analyst** with **Incident Management, Problem Management, Change Management with extensive knowledge on implementing end-to-end Service Catalog**
* Over 2+ years of experience in Information Technology including Data Warehouse/Data Mart development using ETL/Informatica Power Center.
* Development of code for UI Pages using Jelly, UI Actions, Script includes, MID Server script include, client script, UI Policies, Business Rules, GlideDialog Window, GlideDialog Form and Processor.
* MID Server Integration and installation with service now.
* Extensively worked with **Geneva** and **Helsinki** versions of **SERVICENOW** and experienced on Java Scripts.
* Extensively worked with Dublin and Eureka releases of Service Now with strong emphasis on supporting the **ITSM** application, understanding customer requirement and implementing solutions using the knowledge in **ITSM** tool and **ITIL** processes.
* Generate request for cloning and perform post-cloning activity.
* Creation of portal page using CMS (Content Management System) and **Service Portal**.
* Worked on **CMDB**. Build relationship among CIs by using relationship formatter and BSM map.
* Proactive in **analyzing, coding using Javascript and understanding the business processes**, and ability to adhere to stringent Quality Procedures.
* Actively involved in Scrum meetings to get clarification on the requirements.
* An excellent team player with highly favorable interpersonal and Communication skills
* Involved in managing system configurations, gathering and documenting user and process requirements, developing workflow customizations, and performing quality assurance testing, user acceptance testing and third party integration for Service Now.
* Configuration and customization of **Help Desk, Change/Incident/Problem/Asset Management** Modules including: **Business Rules, Client Scripts, Dictionary Overrides, UI Policies and UI Actions** based on user requirements.
* Experience in building **Service Catalog** module for the business.
* Creation of multiple **categories** and **catalog items** for the Catalog module.
* Creation of various **workflows** for the items as per business requirements.
* Creation of multiple notifications and email scripts.
* Creation of **scoped applications** as per business.
* Create portal, pages, widgets to use in **service portal** so as to give access to end users to create requests
* Practical understanding of the Data modeling (Dimensional & Relational) concepts like Star-Schema Modeling, Snowflake Schema Modeling, Fact and Dimension tables.
* Extensively created mapplets, common functions, reusable transformations, look-ups for better usability.
* Good experience in Software Development Life Cycle using **Analysis, Design, Development, Testing and Implementation.**
* Involved in performance tuning, including creating indexes, providing Hints, Modifying tables using explain plan utility.
* Possess excellent communication skills with strong work ethics and have consistently demonstrated strong teamwork and ability to make a long-term commitment to projects.
* Good understanding on agile methodologies.

**Technical Skills:**

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| **ITSM Tools** | ServiceNow Berlin/Calgary/Dublin/Eureka/Fuji/Geneva/Helsenki |
| **Languages** | Java, SQL, PL/SQL, XML, Shell Scripting, JavaScript, VBScript |
| **Database** | Oracle 8.x/9i/10g/11g, SQL Server 2000/2005/2012, MySQL 5.0/4.1, MS Access, DB2, |
| **Operating Systems** | Windows, Unix, Linux |
| **Tools** | Quest TOAD, OEM, SQL Developer, PL/SQL developer, SQL\*Plus, SQL\*Loader, Crystal Reports 10, Crystal Enterprise XI, Business Objects, ERwin, MS Office, MS Visio WINSQL,WINSCP, |

**Professional Experience:**

**Hyatt International, Chicago, IL August’ 16 – Till Date**

**Service Now Developer**

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A Service Now Developer with experience on implementing end-to-end Applications as per Business requirement.The project involved many activities like Development, Implementation etc. Involved in Helsinki implementation.

**Responsibilities:**

* Worked on various modules of ServiceNow like **Incident management, Change management and Problem management, Service Catalog, CMDB and Reporting**.
* Developed **Helsinki Instance** with Custom tables such as Demand, Analytics, Project Requests and Business Intake Requests.
* Worked on business requirements and technical specifications for **ITSM** platform.
* Experience in user provisioning using **ServiceNow Orchestration** in Microsoft Active Directory.
* Provisioned the Amazon EC2 services using **ServiceNow Orchestration**.
* Worked on **Asset Management** - **Asset-CI mapping** and **synchronization**, Activity updates for assets with enhancements provided in **Helsinki.**
* Created several widgets and pages for **service portal development**.
* **Developed Service Catalog** that includes creating items, workflows, Catalog Client scripts and giving it an enhanced view using the Service Portal..
* Using the **Oracle eBusiness Suite**, including the **iProcurement**, AP, AR, PO and also have developed as a means of trading internally through these modules.
* Worked on **CMDB** that involves importing the data and establishing the relationship between multiple Cis.
* Integrating **ServiceNow, ServiceWatch** with **HP UCMDB** transfers ServiceWatch-discovered CI's, attributes, relationships, and business services to HP's UCMDB.
* Supported **Servicenow integration** using **SOAP**, **REST** web services, **Import sets** and **transform maps**, **BR scripts**.
* Configured **LDAP Server** and **LDAP** Listener for updating the user and **group table record**.
* Experience working on **Service portal** in **Helsinki** and **Cloning Process**
* Worked on **integration of third party applications into ServiceNow** using **APIs** and **Web Servers.**
* Worked on **many** Server Side Scripts, Client side Scripting, UI Actions and several business rules.
* Good **knowledge and experience** on Eureka, Fuji, Geneva and Helsenki
* Hands-on experience on **Servicenow Orchestration.**
* Wrote many **inbound email actions** to ease the work of creating incidents from an inbound email.
* Developed **Email templates** and **Email Notifications.**
* Supported the team responsible for the implementation and administration of the **ServiceNow**, including managing system configurations, gathered and documented user and process requirements, developed workflow customizations**,** and **performed quality assurance testing** and **user acceptance testing**.
* Provided subject matter expertise, acted as technical product advocate and designed, developed and implemented **ITIL** processes, **ITSM, ITAM, SACM**, Knowledge, Demand and Release Management modules within ServiceNow platform.
* Experience on working with **Script Includes** and **Scripted Web Services**.
* Worked on UI Macrosto **create pages** as templates.
* Worked on loading the data into **ServiceNow** using **import set.**
* **Designed Workflows**, along with standard Workflow templates which can be reused.
* Develop and manage **application code, user interface,** and **third-party integration components.**
* Worked on **Client Scripts, UI policies, UI Actions, Script Includes, Business Rules, workflow administration,** and **data imports**.

**Environment:** ServiceNow, ITIL, JavaScript, Jellybeans, Web Services, XML, DHTML, JQuery, ITSM, ITIL JSON, CMDB.

**Rackspace, San Antonio, TX October’15– July’ 16**

**Service Now Developer**

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

**Responsibilities:**

* Implementation of **Service Catalog, incident Management** and some part of **Asset Management** in **Geneva**instance.
* Created **Service Catalog** requests and items as per business requirements.
* Create, modify and publish **Workflows** for all the catalog items.
* Writing **Business Rules, Client scripts, UI Policies and UI Actions** to customize the instance as per Business needs for **Service Catalog, Incident Management** and **Asset Management**.
* Create **Record Producers** and map them with the incident variables. So that the end users can submit **incident** tickets using Record Producers.
* Create **Content Items** and use them in the catalog home page thus making them available to end users.
* Create categories, sub-categories, items for the service catalog module as per business requirements.
* Worked on **SLA’s** for the incident Management.
* Created and utilized **Update Sets** to move all the work from one instance to another.
* Validated all the work after each migration.
* Worked on various **defects** which occurred before and after migration of work and fixed them.
* Prepared **Design Documentation** and **Training Guide** for Service Catalog Module.
* Worked on building end-to-end Service Catalog module.
* Configuration of **Email Notification** and **Alerts** to notify users about specific activities in the system.

**Environment:** ServiceNow, JavaScript, HTML 5, Windows 7

**Wellington Management, Philadelphia, PA November’ 14 – October’ 15**

**Sr. Service Now Consultant**

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A Service Now Consultant with experience on 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 ServiceNow 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.
* Created SQL Queries for converting cron batch jobs for generated scheduled reports and send via email as attachment from mid-server.
* 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.
* Prepared **requirement specifications** and **design documents.**
* Involved in implementing, documenting and Maintaining ServiceNow environment on a daily basis.
* **Optimized and Monitored system performance** and provided system statistics and reports to the Business.

**Environment:** JavaScript, XML, HTML, Windows 7, Service Now, CSS, AJAX

**Shire health, NJ Jan' 13 – October’ 14**

**ServiceNow Consultant**

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**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:** HTML, JavaScript, AJAX, CSS, XML, Apache Tomcat, Spring 2.5, JSP.

**STATEFARM, Bloomington, IL November’ 10 – December’ 12**

**Oracle JavaScript Developer**

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**Project Description:** State Farm offer a wide array of personal insurance products designed to meet the needs of today’s consumers. Our primary products are personal insurance for automobile, homeowners. We also offer coverage’s for boats and yachts, floods, identity theft protection, and valuable items. All business rules currently in the various source systems will be consolidated into a tool that will facilitate easy manipulation and management of the business rules. This selection was based primarily on the ability to meet the current and future PM in a cost-effective manner.

**Responsibilities:**

* Involved in full development cycle of **Planning, Analysis, Design, Development, Testing**and**Implementation.**
* Designed logical and physical data models for star and snowflake schemas using **Erwin**.
* Wrote sequences for automatic generation of unique keys to support **primary and foreign key**constraints in data conversions.
* Created and modified **SQL\*Plus, PL/SQL** and **SQL\*Loader scripts** for data conversions.
* Upgraded **Oracle 9i to 10g** software in different environments for latest features and also tested databases.
* Developed and modified **triggers, packages, functions**and**stored procedures** for data conversions and PL/SQL procedures to create database objects dynamically based on user inputs.
* Wrote **SQL, PL/SQL, SQL\*Plus**programs required to retrieve data using cursors and exception handling.
* Worked on **XML** along with PL/SQL to develop and modify web forms.
* Designed Data Modeling, Design Specifications and to analyze **Dependencies**.
* Creating **indexes** on tables to improve the performance by eliminating the full table scans and views for hiding the actual tables and to eliminate the complexity of the large queries.
* Fine-tuned procedures/SQL queries for maximum efficiency in various databases using **Oracle Hints**, for Rule based optimization.
* Used **Discoverer 2000** to provide end users easy access to data and help in data analysis.
* Created some Custom reports and Forms for the end users to check the details and errors.

**Environment :** PL/SQL, ORACLE 8/9i/10g, UNIX Shell scripting**,** Maestro, Clear Case**,** Windows 2000/XP.

**Smartsoft Solutions –India June’ 08 – October’ 10**

**PL/SQL Developer**

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The Credit Guarantee Fund Trust for Small Industries (CGTSI) is a subsidiary trust promoted by Small Industries Development Bank of India and Government of India. The objective of the trust is to help the small entrepreneurs secure credit from government authorized lending agencies without having to provide collateral or third party guarantees. The aim was to disseminate information about the trust and automate its entire operation.

**Responsibilities:**

* Developed **PL/SQL programs units that includes functions, procedures, triggers, packages**
* Responsible for **peer code review**
* Prepared **unit and integration test plans**
* Involved in Impact Analysis for all major enhancements
* Software requirement specification document preparation for each enhancement
* Developed **Custom PL/SQL packages, procedures and functions**
* Creation of **Users, Roles& Privileges, Table/Index/ Rollback Segments and Constraints**.
* Implemented the Production data fixes using Export/Import process
* Performance Tuning of all Custom PL/SQL objects
* Involved in Post Production Support to fix the production issues
* Involved in Scheduled Release support activities
* Involved in the Use case analysis and Realization.
* Unit Test cases preparation and execution
* Code Deployment Preparation for each release
* Extensively used the versioning tools like Perforce
* Involved in **DB scripts Deployment process improvement**
* Tracked defects and maintained inventory of change requests.

**Environment:** Oracle 8i, PL/SQL, UNIX, Shell scripts