**Rajesh chowdary**

**ServiceNow Consultant**

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**PROFESSIONAL SUMMARY:**

* **8+ years** Technical Experience on **Remedy** and **Service-Now** **Developer/Admin** with expertise in **ITSM** Applications, Network Administration and Technical Support.
* 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**.
* Experience in, **Monitoring tools, Bridge calls, Outage Communication, Business Impact Analysis, IT Service Continuity Management, and SLA Management.**
* Develop and implement an enhanced knowledge feedback process as well as submission process.
* Integration Analyst responsible for **Systems Engineering, Designing, Developing, Testing, and implementing orchenting 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 reports to Business Intelligence and Reporting Tool (BIRT) reports for web applications.
* Experience in designing, developing, customizing & administering ITSM suite of applications.
* Experience in **performance tuning of Remedy and Service-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.
* Experience in **ServiceNow ITOM portfolio.**
* Implemented the online Account Management module to help customers in creating/accessing their account and make payments.
* Good Knowledge of **ITIL** and **ITSM** best practices.
* Good understanding of Helpdesk / Service Desk, Change Management, Asset Management, Change Tasking, Service Level Agreement 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, Testing, Implementation 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 implementing Knowledge Management governance, version control, document audits and document usage policies.
* Proficient in **Design and Development of User interfaces using HTML, CSS, Servlets and JSP**.
* Proficient as a Service Now Administrator with the experience on implementing end-to-end Service Catalog, Incident and Problem Management, Service Request, Knowledge Management, Hierarchy Building and knowledge of Change Management, Content Management System.

**TECHNICAL SKILLS:**

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| --- | --- |
| **ITIL** | ITSM, Service Now, HP ITSM. |
| **Programming Languages** | Java, Oracle. |
| **Scripting** | Java scripting, AJAX, HTML, XML. |
| **Software Methodologies** | SDLC, Waterfall, Agile and Scrum. |
| **Databases** | Oracle 10g, My SQL. |
| **Testing Tools** | Mercury QC (Quality Center), HP QC (Quality Center), HP QTP (Quick Test Pro), HP Load runner, HP TAO (Time Accelerator and Optimization), Ecatt, Microsoft Office (Word, Excel, Power Point, Visio, One Note, Outlook, Lync, MS Project). |
| **Operating Systems** | Windows XP, 7, Vista, 8, 8.1, 10. , Mac OS. , Linux. |
| **Service Now Tools** | Incident, Change, Problem, Asset, SLM, Remedy Administration, Developer Studio, Crystal Reports,  Dashboards, HP DDM (Discovery) |
| **Reporting Tools** | Crystal Reports 9. |

**PROFESSIONAL EXPERIENCE:**

**Nike, Hillsboro, OR Sep 2017 –Till date**

**Sr. ServiceNow Admin/developer**

**Roles and Responsibilities:**

* **Development of Service catalog which includes creating new catalog items, designing workflows and execution plans**.
* Created functional and technical specifications documents for various ServiceNow modules
* Implementation, Customization and Maintenance of **ITIL modules such as** **Incident Management, Change Management, Problem Management, Knowledge, Service Catalog, CMDB in ServiceNow**.
* Coordinating the instance upgrade activities.
* Worked on **ITOM** Including infrastructure, applications and asset management.
* Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
* Worked on change management module by enhancing the tool to the stakeholders and made it easy to understand.
* Worked on **CMDB** from the scratch.
* Worked on domain separation.
* Worked on **DISCOVERY and set up mid servers and check for the connectivity**, Became an expert in troubleshooting Discovery tool.
* Configured multiple Catalog Items Front-end web / GUI components using **JavaScript, SOAP, Web services, CSS, HTML5**
* Worked on UI Macros to create pages as templates on requirement from the stake holders
* Designed a well-defined and managed Service Catalog which provides an opportunity for the customers for a self-service.
* Configured multiple forms for Asset module using Configuration Management Database.
* Resolving typical Users access and roles issues by checking active directory and users table.
* Creating database views to pull the reports on variables which are being used by catalog items.
* Writing **Catalog client scripts and UI policies to make client-side changes**.
* Creating the UI pages to use them in catalog items, implemented using UI scripts.
* Creating Knowledge articles to document the steps in creating the catalog items.
* Working on different kinds of variables and variable sets.
* Working on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
* Re-designed workflows using workflow editor, Reconciled complicated workflows to simpler form.
* Writing script includes invoking them in reference qualifiers or variable scripting.
* Integrating Service catalog module with **“Netcool”** monitoring tool using Web Services and fixing the issues which come up while the tolls are getting interacted.

**W R Berkley, Wilmington, DE Jan 2016-July 2017**

**Sr. ServiceNow Developer**

**Roles and Responsibilities:**

* Involved in analysis of end user requirements and business rules based on given documentation and worked closely with tech leads and Partnership Directors in understanding the current ServiceNow system.
* Involved in coding the Business Rules (Server-Side Scripting), Client Scripts (Client-Side Scripting).
* Setup the process **for Incident Management, Problem Management, Knowledge Management, Change Management and Service Catalog**.
* Created from scratch and also created pages and widgets for the portal.
* Created various catalog items, record producers and order guides for on boarding using variables, variable sets, catalog client scripts and catalog UI policies.
* Created new theme for the portal.
* Created multiple pages with complex data and also created widgets containing complex structures.
* Develop and deliver customized portal web pages in ServiceNow using Bootstrap and AngularJS, JavaScript frameworks.
* Worked on **Configuration Management Database (CMDB)** and **Asset Management Database (AMDB).**
* Worked with ServiceNow Event Management by configuring Event Mapping Rules, Event Transform Rules, Alert Rules, and Incident Templates.
* Created Order Guides for new employee and contractor on boarding, terminating employee, and transfer of employees.
* Good Experience on Asset Management which includes configuration of Software Contracts and License Certificates.
* Good experience with IT Service Management (ITSM) and the ITIL business process along with maintenance of service level agreement (SLA) and monitor an SLA workflow.
* Involved in migration of **Helsinki to Jakarta.**
* Developed **Scoped applications in Studio** for Version Controller using GIT HUB.

**Drivin, Carmel, Indiana. Jan 2015–Dec 2015**

**ServiceNow Developer/Implementation**

**Roles and Responsibilities:**

* Development of Service catalog which includes creating new catalog items, designing workflows and execution plans.
* Creation of Incidents and Service Requests for the supported applications, first point analysis on tickets and assigning them to L2/L3/other service lines based on the scope.
* Tracking of Incident from Opening to Closure, with timely communication to business.
* Communication with Business Clients and first point of contact/interface for application issues and outages between Business and Technology Team.
* Creation and Estimation of efforts for software change requests or enhancements.
* Team Progress Tracking.
* **Incident Management and Problem Management activities**.
* Reviewing **SLA performance** and recommend corrective action.
* To follow up on escalations and issues with clients and management.
* Prepare Outage reports.
* Performing and communicating Daily health checks to Management across Clients.
* Publishing new incidents in the **Problem Management report and updating** the same in Known Error Database and Root Cause Analysis report.
* Experienced working on **Incident, Change, Problem, Release, knowledge, SLM, Service Catalog, SCRUM, LDAP, Web Services, MID Servers, GRC, Configuration Management Databases, Asset Management, Content Management.**
* Well-Versed in customizing the various modules as per the Process requirements and developed custom application for the business customers using the ServiceNow Platform.
* Hands on experience working on import sets to extract data from various other sources and filed mapping.
* Hands on experience developing user-friendly interface for service catalogs, configuring Users, groups and roles, and customized business rules and client scripts.
* Implemented Major incident management process and performed **unit testing and integration testing** and prepared and documented the test cases.
* Hands on experience using the Update sets to move the customizations from development environment to the Production instance.

**Inovalon, Bowie, MD. Nov 2012–Dec 2014**

**ServiceNow Developer/ Admin**

**Roles and Responsibilities:**

* Involved in analysis of end user requirements and business rules based on given documentation and worked closely with tech leads and Business analysts in understanding the current ServiceNow system.
* Developed solutions in the ServiceNow platform that are **ITIL V3** compliant and defined business solutions for ITIL users. Designed and implemented new functionality using UI Policies and Data Policy.
* Worked with business analyst to **create and modify Service Catalogs and Request workflow Designs.**
* Designed the Content Management System for various systems which involved CSS and service catalog work.
* Responsible for creating various workflows for **Incident Management, Change Management, Service Requests and SLA's.** Has been part of end user self-service portal management.
* Configured end-to-end process for Knowledge management and worked on the knowledge Centered Support (KCS) plugin. Configured LDAP Server and LDAP Listener for updating the user and group table record.
* Worked on creating users, roles, groups and load the data to ServiceNow objects using import sets on daily, weekly, monthly and on request basis.
* Worked with windows team, network team and Asset team to check for the data collected through discovery is accurate.
* Created new **Business Rules/Script Includes/Client catalog script/Client Script.**
* Configured chat functionality for Service Desk ticketing queue.
* **Created transform maps for importing CMDB data**.
* Written script includes and invoked them in **business rules and client scripts**.
* Arranged the scrum meetings while **deploying the changes from Dev to QA and to PROD**.
* Thoroughly monitored the Top-down Approach of service mapping in the service watch.
* Developed and executed plans and procedures for data conversion, customer acceptance criteria and installation strategy. Migration of customizations from one instance to another instance.
* Worked on the integration of Service Now with Siebel, integrated Service Catalog and Incident module.

**C S C, India. April 2011– Oct 2012**

**Remedy Developer / Administrator**

**Role and Responsibilities:**

* **Integrated Remedy ARS with HP Open View for tracking availability and performance**.
* Involved in setting up Service Desk Application.
* Designed Flashboards to provide real time data.
* **Configured Mid-Tier on Solaris & Upgraded to 5.1.2 from 5.0**
* Maintenance of company’s custom built & customized applications and involved in the production support.
* Customized **OOB HD module and designed custom built CM module** based on user requirements.
* Created web views for forms and **configured the mid-tier using the configuration tool.**
* Worked on the performance of the application by removing the repetitive workflow and adding indexes on field which are used commonly.
* **Implement SLA Module to track Internal OLA and Organizational SLA**
* Created Development & Test environment to test and develop customization and synced this with Production environment.
* Extensive system testing on both the development and production servers and used Migrator to keep both servers in sync.
* Designed reports for Global Support Center by using **SQL Loader**
* Trained users about the usability and the various processes in the system

**Value labs, India.** **June 2010- March 2011**

**Software Developer**

**Roles and Responsibilities:**

* Contributed software engineering expertise in the development of products through the software lifecycle, from requirements definition through successful deployment.
* Facilitated customization of systems by encouraging software engineering team to adopt emerging standards for software application development architecture and tools.
* Introduced methodologies and best practices that enhanced product definition, release processes and customization of applications to user needs.
* Created and Maintained foundation data - User Accounts, Approvers, Support Groups, Sites, Production Categorizations, and Templates.
* Developed the code, which makes users to sign in, solicit information from the user, add the user’s information in the database and modify the existing user information.
* Developed the CSS sheets for the front ends of the Gate Way interface.
* Developed code for displaying the Log reports that are generated when clients access the Gate Way interface.
* Mapping of fields between the client’s **XML and Remedy incident management system**.
* Involved in the creation of **database tables and Java Database connections between the Gate Way interface and My SQL**.
* Testing process with the clients for all the phases of the project.
* Maintenance work and fixed some of the bugs during testing process.
* Performed **documentation for change requests and system requirement specifications** of the project.