**SANTHOSH REDDY**

**Service Now Admin/Developer**

**santhoshreddysnow@gmail.com**

**PROFESSIONAL EXPERIENCE:**

* A Qualified IT Professional with **7+ years** of IT experience and **4** years of experience as a Service-Now developer and administrator.
* Experience in Configuring Applications using Service-Now tool, used in **ITIL Management**. Strong understanding of **ITIL V3**. Deep functional and technical knowledge of the **ITSM** ServiceNow platform as well as experience delivering medium to large-scale ServiceNow implementations.
* Expertise on creation of **workflows for Service Catalog items** in Service Now.
* In-depth knowledge of the technical implementation of **Discovery, Incident Management, Change Management, Service Catalog, Reporting, and Integrations includes LDAP, Altars, SAML 2.0 and SCCM,**
* Developed Integrations with the following **TALLY, HPOO, HPSM etc.**
* Working knowledge of Microsoft **SCCM.**
* ServiceNow ITSM **Administration** and Production support including maintenance of lower life cycle instances.
* Well versed in developing ServiceNow Integrations using **SOAP/REST.**
* Expert on ServiceNow **Discovery module**, comfortable deploying discoveries in a multi-datacenter environment. Proven ServiceNow implementation experience.
* Functional knowledge and implementation experience of **IT Service Management (ITSM)** frameworks and demonstrated project management skills and experience working directly with customers and clients.
* Functional knowledge and implementation experience of **ITSM** frameworks.
* Leveraging knowledge and experience to deliver end-to-end methodologies within Service Now, which includes architecting technical implementation of **IT Infrastructure Library (ITIL)** processes, organizing and prioritizing development effort, interfacing with vendors and management, and coordinating effort of administrators.
* Understanding of IT service management (**ITSM**) and the **ITIL,ITSM** business process. Maintain service level agreement (**SLA**) and monitor an **SLA** workflow.
* Hands on experience in using existing methods and procedures to create possible solutions to moderately complex problems.
* Experience in Implementation, **Integrations and Configuration** of different modules of ServiceNow.
* Experienced in the **System Development Life Cycle(SDLC)** processes including customer requirement analysis and system design.
* Experience in **SQL Server 2008 and MySQL** databases and writing complex SQL queries.
* Hands on experience in web development using **DHTML, HTML, XML, JDBC, JavaScript, JQuery, Jelly, Ajax and CSS**.
* Strong experience in development of web applications using **Web services**, **Java**, **J2EE**, **JSP**, **Servlets, SQL, PL/SQL** programming.
* Create an access control rule (**ACL**). Use of scripting tools and ServiceNow functionality to create script to automate routine tasks being done in ServiceNow.
* Familiar with ServiceNow Content Management System (**CMS**).
* Strong team player, ability to work independently and in a team as well, ability to adapt to a rapidly changing environment, commitment towards learning.
* Configuration Development and development of Requirement Integration components **(SSO, LDAP).**
* Experience in performance tuning of **Remedy** and **ServiceNow** Setups.
* Experience in Application Architecture, Analysis, Technical, Design, Development, Implementation, Performance Tuning, Testing, Configuration Management.
* Create, monitor, modify, and publish service catalog workflows with approvals. Maintain Single Sign-On integration
* Experience implementing systems using the **Agile/Scrum methodology**.
* Loads, manipulates and maintains data between ServiceNow and other systems.
* Possess excellent communication, project management, documentation, interpersonal skills.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| Service Now | Change Management, Incident Management, Problem Management, Service Catalog, Integration with Third Party Tools, Configuration Management, Reporting, Discovery and Integrations, Client Side and Server Side Scripting, Client & Server API's, GlideAggregate, GlideRecord, Administration, Reporting, Email Notifications, Creating/Editing Home pages, Personalizing Forms. |
| Business Analysis | Requirement analysis, business rules, data flow diagram, flowcharts, business process modeling & improvement, functional requirement Analysis, source to target mappings, gap analysis, cause and effect analysis, decision tree. |
| Methodologies | Agile Modeling, SDLC model, CFDB, SF Management, Waterfall model, Spiral model. |
| Test Tools | Test Director, Mercury, Silk Testing, Win Runner and Load Runner |
| Databases | Oracle 10g/9i/8i/8.0/7.0, Disaster recovery, MS Access 7.0/2000, SQL, XML, PL/SQL. |

**PROFESSIONAL EXPERIENCE:**

**Client: First Republic Bank, San Francisco, CA**

**Role: Service Now Admin/Developer Duration: Apr’16 – Till Date**

**Responsibilities:**

* Configuration of **Email Notification** and **Alerts** to notify users about specific activities in the system such as updates to **Change** and **Problem** requests.
* Utilized **Java Scripting** in **Business Rules**, **Client scripts**, **UI Policies** and UI Actions to deliver solutions that automate and audit business processes. to customize the instance as per Business needs.
* Managed Employee Self-Service portal **(ESS**).
* Designed the layout, **CSS**, dynamic content for the End User Self-Service Portal design.
* Import **Assets** into SNOW from third party system using **Web Services and Import Sets**.
* Responsible for **access control**, **security**, **minor enhancements** such as **form** or **workflow editing**.
* Responsible for ensuring that all the **CIs** are registered and these records are correct and up to date.
* Deployment of **SCCM** client via "Client Push" mechanism.
* Responsible for building **SCCM server.**
* Performed **integrations and process automation** using Service Now Orchestration.
* Worked mostly on the **Asset Manager Application designer** as project was a new implementation. Customization included creation of page, screen, tab, Fields, Buttons.
* Responsible for on-going enhancement and maintenance of the **ServiceNow platform.**
* Manage and coordinate activities during the overall ticket life cycle in **Incident** and **Problem Management.**
* Configured metrics for indicating **KPI** of the Industry in different measure.
* Working with vendors on the asset tag process, ensuring all vendor assets are recorded appropriately.
* Assisted **ITAM** staff in determining business value by providing the cost analysis and asset-related financial data required to support the business in its decision-making process.
* Involved in working with process owners to develop **workflow, implement the workflows in Service Applications** and administer the tools and enhanced requests by JavaScript.
* Used **scripting tools** and **ServiceNow** functionality to **create script to automate rote** tasks being done in ServiceNow.
* Performed **Load, manipulate, and maintain data** between ServiceNow and other systems.
* Implemented, documented and maintained the Service-Now platform to meet specific business needs to support **ITIL,ITSM** and business processes.
* Configured Service Level Agreements to define certain levels of service from both internal and external providers.

**Environment:** Service Now, JavaScript, jQuery, Jelly, HTML, XML, CSS, LDAP, SSL, Windows.

**Client: AbbVie, Buffalo Grove, IL**

**Role: Service Now Admin/Developer Duration: Apr’15 – Mar’16**

**Responsibilities:**

* Extensively Implemented ServiceNow process of **implementation** for **Incident Management**, **Problem Management**, **Change**, **Asset Management**, Service Request Management (Service-Catalog Management).
* Create and maintain **API** and data integration processes between ServiceNow and other services.
* Experience in Communicating with **external web services** using **SOAP Messages and REST**.
* Experience in Loading assets into **SNOW** from **third party** system using **Web Services and Import Sets.**
* Good knowledge in designing the layout of the forms using **UI actions** and **UI policies.**
* Coordinated with **ITAM** staff to understand the risks of noncompliance, and be able to quantify and effectively communicate these to executive management teams**.**
* Working on the **Systems Requirement Specification (SRS)** including problem analysis and system definition models.
* Experience working with **Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Access Control Lists.**
* Experience working with **email notifications, inbound actions, reports, gauges, and home pages.**
* Supported the development and maintenance of **ITAM** operational and financial metrics and Established support models required to achieve them.
* Defined the functional needs for our **ITSM system, ServiceNow**, and architected the specific implementation.
* Development of requirement integration components **(SSO, LDAP, SOAP**).
* A ServiceNow expert with experience on implementing end-to-end **Service Catalog**, **Incident Management.**
* Development of various Service Now applications like **Incident Management**, **Problem Management**, **Configuration management**, **Discovery** and Portfolio, **Project Management & CMDB.**
* Implementation, Customization and Maintenance of ITSM, **ITIL modules** such as **Incident, Change, Problem, Knowledge, Service Catalog, CMDB in ServiceNow.**
* Created **ITAM** policies and policy management.
* Used **SAM** programming to   control inventory through accurate databases.
* Implementing **ServiceNow Discovery** and **CMDB** and integrating it with Change management.
* Assist clients address business needs through the application of the ServiceNow platform in support of **ITIL** best practices.
* Implementation experience of Event based integrations like **Mid Servers, TEC, Web Services**.
* Customized and created workflows for **Change Management**, **Configuration Management**, knowledge management and for service catalog items.
* Involved in change and release to production touch points, **Incident** and **Problem Management** processes.
* Involved in **MID** Servers for granted access to the **SNMP** devices by the **ACL.**
* Developed new service catalog items and fix bugs in incident, problem and change management.
* Worked in Release management during product and patch releases.
* Worked with client and management to resolve issues and validate programming requirements within their areas of responsibility.
* Worked on collecting inventory details that are very useful to the service desk which includes information about an end-user’s machine using **ITAM.**

**Environment:** Service Now, ITIL, ITSM, HTML, JavaScript, BMC Remedy, LDAP, Web services, PowerShell, SNMP.

**Client: T Mobile, Bellevue, WA Oct’ 14 – Apr’15**

**Role: Service Now Admin/Developer**

**Responsibilities:**

* Designed and implemented new functionality using **UI Policies** and **Data Policy**.
* Responsible for creating various **workflows** for Incident Management, Change Management, Service Requests and **SLA's**.
* Customization of **form design and layout** for various ITSM, ITIL process for **Incident Management, Problem Management, Knowledge Management, Change Management, Asset Management and Service Catalog**.
* Strong skill set in the Service Now suite development including **SOAP/REST integration**.
* **Integrated ServiceNow with 3rd party tools and implantation of SOAP and REST API.**
* Created various outbound **Email Notifications** using **Email Templates.**
* Configured multiple Catalog Items Front-end web / GUI components using **JavaScript, CSS, HTML5**.
* Implemented **Software Asset Management**(**SAM**) Extensions plugin automatically on all new instances of ServiceNow.
* Implemented Integration of **Microsoft SCCM** with ServiceNow for pulling the entire configuration item into ServiceNow.
* Wrote business rules to avoid empty configuration items to be stored in **CMDB** after **discovery** tool runs a scheduled job.
* Worked on Agile method environment and implemented the changes required by the business owners on a regular basis.
* Used Software asset management **(SAM)** to systematically track, evaluate, and manages software licenses and software usage.
* Create and implemented upgrade strategies for the current environment with specific attention to Microsoft **SCCM.**
* Assisted ITAM staff to understand the risks of noncompliance, and be able to quantify and effectively communicate these to executive management teams with the aim of preventing situations that might compromise compliance.
* Designed email templates by using **HTML** and **jelly scripting** and used them in notifications.
* Communicated with external web services using **SOAP Messages and REST.**
* Generating weekly reports and metrics for IT management.
* Developed workflows and in customizing the applications in ServiceNow using **Java script, AJAX, HTML.**
* Manage ITSM, **ITIL** Processes monitoring overall system performance using the System Performance and System Diagnostic dashboards.
* Configured **SAML 2.0 Single Sign-on authentication**, **OKTA Single Sign-on** authentication.
* Involved in **LDAP integration** with Service-Now for obtaining users and groups.
* **Imported Configuration Items(CI)** from **third party** applications using import set tables.
* Responsible for creating **homepages** including basic reporting, gauge configuration and dash board presentation.
* Involved in running the daily and weekly jobs to push the data into the application using **Import Sets** and **Transform Maps**.
* Provide training on **Service-Now process**, operations and capability to all required teams.
* Involved in **Production Support** for all the Service-Now related issues.
* Worked on modules like **Change Request, ESS, Service Desk, Service Catalog, Problem and SLM.**
* Defined **SLA, OLA** and Contract for the customer.
* Configured **SLA workflow** for the advance **SLA configuration**.
* Involved in **various ServiceNow customizations** as per client's requirement.
* Involved in **migration between various ServiceNow instances** using **Update Sets.**

**Environment:** ServiceNow, Windows, XML, Oracle 11g, Toad, SQL \*Plus, SQL \*Loader, UNIX

**RRG Technologies, India May’13 – Sep’14**

**Java Developer**

**Responsibilities:**

* Participated in Meetings and gathered business and System requirements.
* Designed **Application** Design document based on System requirements.
* Worked on Collections **Framework, Multi-threading and Object Oriented Concepts** using Core Java.
* Define beans in spring configuration files to inject the **beans**.
* Used Hibernate as **ORM** for database access and table mapping.
* Worked on developing & consuming **SOAP** based web services
* Involved in **Maintenance and Support** the Application.
* Worked on **SQL, sub-queries, PL/SQL** with Oracle connection.
* Code version is maintained using **CVS**
* Ant tool to build ear files

**Environment:** Java, JBOSS, Oracle, JSF, spring, Hibernate, JavaScript, HTML, jQuery, EJB2.0, Apache CXF Framework, Shell scripting, log4J, Ant, CVS, Eclipse, XML spy, Dream weaver.

**Systematic Software, India Mar'11 - April'13**

**Java Developer**

**Responsibilities:**

* Written low-level design for features Document Creation, Container Creation and Document Relocation.
* Handled assignments in developing **UI pages using JSP, Html, DHTML, CSS** and JavaScript
* Responsible to build the presentation layer by using Struts **MVC** framework.
* Used **HTML/ JavaScript/ JSP** for designing the screens and validation of front end
* Created Servlets which route submittals to appropriate **Enterprise Java Bean (EJB)** components and render retrieved information
* Developed Session Beans to process requests from the user and used entity beans to retrieve and update customer information
* Developed an interface for parsing **XML** and storing it in the **DB2** database and vice versa
* Designed online reports that display large volumes of data using **XML**
* Involved in writing the **ANT scripts** to build the application.
* Involved in using **Log4J** to create log files to debug as well as trace
* Used **CVS** for version control
* Preparing **SQL/PLSQL** statements and hand it over to DBA group to fix production issues.
* Used Tomcat server for application development with Eclipse

**Environment:**  Java/J2EE, Glassfish, Eclipse, Windows NT, Oracle, EJB 2.0, Struts, JSP, JavaScript, HTML, DHTML, ANT, JDBC, XML, ANT, Log4J, CVS, Swing, AWT

**EDUCATION:**

* **Bachelor's in Electronics & Communication Engineering**