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**SUMMARY**

* Over **8+** years of experience in IT industry with **4+** years of experience in **ServiceNow Development**, **Maintenance**, **Support** and **Administration**
* Good experience in **Design** and **Configure ITSM** in **ServiceNow**
* Extensive experience in Software Development Lifecycle (**SDLC**) managing project scope, requirement definition, resource management, change management, analysis, schedules, project status reporting, project co-ordination and conflict resolution
* Good experience in designing and developing **CustomApplications** using **JavaScript**, **AJAX** and **HTML**, and**CMDB** (configuration Management) in ServiceNow and utilize its potential in **PaaS** (platform as a Service)
* Hands-on experience in leading all stages of **system development** efforts including **Requirement**, **design**, **architecture**, **testing** and **support**
* Experience in **debugging** and **optimizing** the performance of **client scripts**, **catalog client scripts**, **UI scripts** and **UI policies**
* Good work experience in **SFDC configuration** like **creating roles**, **profiles**, **email services**, **page layouts**, **workflow alerts**, **workflow actions** and **approval processes**
* Experience in creating and maintaining **Access Control Rules**
* Well versed in **scrum** and **agile** methodology
* Experience on **Scheduling script** within ServiceNow
* Good experience in analysis, design, development and implementation of Business Intelligence Projects
* Experience in **developing** and testing complex **reports** (list, cross tab, charts, maps, drill through, master-detail and cascading) and **dashboards** using **Report Studio**
* strong skill set in ServiceNow suite development including **SOAP/REST integration**, **Web Services** and **Discovery**
* Good experience in ITIL Business process along with the maintenance of **service level agreement** (SLA) and monitoring its workflow
* Experience in creating and managing **service catalogs**, **record producers**, **order guides** and **UI pages**
* Experience in scripting using **Glide Script**, **JavaScript**, **JQuery**, **HTM5** and **CSS3**
* Experience in migrating update sets through different instances
* Expertise in RDBMS development including Oracle SQL, PL/SQL database backend programming with stored procedures, Functions and packages
* Experience working with OLTP and OLAP Databases

**TECHNICAL SKILLS:**

Certifications: ServiceNow System Administrator

ITSM: ITIL, ITSM, ServiceNow, CMS, SCR, SAM, and LDAP

Languages: JavaScript, JQuery, HTML and CSS, SQL, PL/SQL

Software Methodologies: SDLC, Waterfall, Agile

Databases: Oracle 10g, MySQL

Database Tools: SQL Client

Applications: Oracle Business Intelligence, Web Logic 10

Data Visualization: Tableau, Oracle BI Publisher

Data Modeling: Astah, MS Visio 2007

Operating Systems: Windows, Linux, Mac

**PROFESSIONAL EXPERIENCE**

**Client**:**Energy Future Holdings Dallas, TX**November 2015 – Present

**Role**: **ServiceNow Developer/Admin**

**Responsibilities**:

* Designed and Developed company-wide Service Catalog that offers a collection of services
* Involved in **customization** of **UI** for a **knowledge base**
* Created customized **login pages**, **search pages** with drop down list in search bar
* Configured and retrieved the service catalog items from the databases for user friendly in UI actions
* Involved in **creating IT News Flash** where the day to day news gets scrolled by using the knowledge articles
* Involved in **Creation** and **modification** of various **UI Policies**, **Data policies**, **Client scripts**, **Business Rules**, **Script includes**, **UI Actions**
* Expertise in **end to end Testing**, Analysis, Development and Implementing ServiceNow Platform **Upgrades** starting **Dublin** to **Helsinki** and other patch Upgrades. Lead Developer on three major upgrades (Fuji, Geneva and Helsinki).
* Created **record producers**
* Designed and developed the application UI configuration with Salesforce
* Worked on **Scheduling script** within ServiceNow
* Worked on **Configuration Management Database** (CMDB) and **Asset Management Database** (AMDB)
* Created Web service integration for external system to Create or Search records on CMDB\_CI table
* Worked on Configuring the IP Addresses to help find out the un discovered CI's into CMDB
* Extensively worked on **Glide Scripting** and **background scripting**
* Utilized **Java Scripting** in **Business Rules**, **Client scripts**, **UI Policies** and **UI Actions** to deliver solutions that automate and audit business processes
* Developed Inbound actions, contains a third-party email can generate an incident/request in ServiceNow
* Met all **service level agreements** (SLA’s) and delivered all significant result and deadlines
* Worked on **identifying the users**, **groups**, **categories** and following the **ITIL standards** while designing these solutions
* Implemented, documented and maintained the Service-Now platform to meet specific business needs to support ITIL and business processes
* Configuring email with the **SMTP** and **POP3** protocols in ServiceNow
* Creation of **advanced workflows**
* Configured multiple Catalog Items **Front-end web / GUI components** using **JavaScript**, **SOAP**, **Web services**, **CSS**, **HTML5**
* Done the Java coding to automate the migration process and **SOAP/REST** was used to interact with ServiceNow platform
* Enhanced the existing **LDAP integration** and modified business rules
* Worked on JDBC Extracts, SQL queries, Data sources, external connectivity using SN data source, Web services, Email integrations, LDAP
* Created Data Sources and Used Import sets and Transform maps to import data into ServiceNow
* Actively involved in daily scrum meetings

**Environment**: JavaScript, JQuery, HTML5, CSS3, Glide Script, ServiceNow(Helsinki& Istanbul), Web Services

**Client**: **Prime Therapeutics, Eagan, MN**  August 2014-October 2015

**Role**: **ServiceNow Developer/Admin**

**Responsibilities**:

* Gathering the requirements from the customers and preparing the documents and taking sign-off before starting with the development process
* Designed an Enterprise level service catalog items that offers a collection of services
* Involved in Designing, Development and Implementation of **Service Catalog forms**
* Have exposure to **SAAS** (Software as a Service) with experience in Process Implementation (**Knowledge Management**, **Configuration Management** and **Change Management**)
* Involved in customization of **UI policies/ UI actions** for a **Catalog Task**s as well as **Incident Management**
* Involved in designing, development of Employee Self-service portal, **Order guide** for **Service Catalog**, **Knowledge base**, **create a service ticket**, **schedule a call from the service desk** and **schedule a time for solving the issues** with one to one personally
* Involved in creating the **dashboard** for individuals in a group contains their **My group work**,**My work**, **Tickets Created by me**
* **Upgraded Knowledge V2 to V3 alongside Geneva Upgrade**
* Maintenance of all existing Catalog forms, enhancing based of the business requirements.
* Developed a standalone custom business application (using Application Studio) from scratch with SFTP functionality to pick up files and process, **custom Tables**, **SLA’s**, **Access Roles**, **Approvals** and other Task activities.
* Developed a custom application to support a business requirement for client with custom tables, Approvals, SLA’s and access roles.
* Maintain and enhance various modules like **Incident**, **Change**, **Problem**, **Knowledge** and **Service Catalog**
* Exposure to new plugins like Incident Alert Management, Orchestration and structured problem analysis. Automated a process to create secondary device on user profile and send out text messages when an Incident Alert is created
* **Implemented** ServiceNow **ITSM applications** using **ITIL V3 services best practice processes**, methods, testing, and training projects for multiple, diverse organizations
* Developed and executed the **Schedule Reports** and **Schedule jobs**
* Maintained the On-call rotations order for avoiding the conflicts
* Scheduling the Discovery to identify the computers/network devices and tracking the devices
* Involved in creating of **My Dashboard** where it contains **My Requests**, **My Reports** of Incidents and a search bar for searching of Incidents
* Designed and developed the activity stream for ITIL users can verify the notifications such as ticket/task assignments, Emergency information
* Linking the relation between short description, category, and sub-category to avoid the time lag to the users
* Developed complex workflow for On-boarding/ Off-boarding forms
* Configured **SSO** using **web-services (SOAP/REST)** in **integration**
* Involved in writing of **CSS**, **HTML**, **XML**, **JavaScript** and **JQuery**
* Used Bootstrap framework for the development of responsive pages for desktop, mobile UI, iPad, iPhone and android enabled devices
* Writing script includes invoking them in reference qualifiers or variable scripting
* Integrating Service catalog module with third-party monitoring tool using Web Services and fixing the issues which come up while the tolls are getting interacted

**Environment**: JavaScript, JQuery, HTML5, CSS3, Glide Script, ServiceNow (Helsinki), Web Services, LDAP, HP ALM QC

**Client**: **CIT Group, Livingston, NJ**February 2013 - July 2014

**Role**: **ServiceNow Developer/Admin**

**Responsibilities**:

* Implemented ServiceNow **ITSM applications Incident**, **Change** and **Helpdesk Management**
* Implemented Service Now **ITIL V3** services best practice processes, methods, testing, and training projects for multiple, diverse organizations
* Worked on **UI customizations** for **forms**, **lists** and **UI Actions**
* Created various front end forms, and associated **Client Scripts**, **UI policies**, including advanced customizations that require **modification** of **UI Pages**
* Implemented core configuration changes to the platform a well as supporting applications
* Managed **ITIL processes** monitoring overall **system performance** and **diagnostic dashboards**
* Created **data fix scripts**for data corruption issues and perform **Root Cause Analysis**
* Created several Server Catalogs (Request Items, Order Guide and Record Producer) as per the business reequipments
* Worked on created several Workflows to support the Approval workflow and task assignment
* ServiceNow application **UI Configuration**, data loads using import sets, development of reports and metrics for executive management
* Integrated ServiceNow with **LDAP** and worked on **Discovery**
* Done **SSO** integration using **SAML 2.0**
* Involved in daily, weekly and monthly meetings with clients on the work progress and discussions on the upcoming work

**Environment**: JavaScript, JQuery, HTML5, CSS3, Glide Script, ServiceNow (Helsinki), Web Services, LDAP, HP ALM QC

**Client**: **GSS America, Hyderabad, India** April 2010 – September 2012

**Role**: **OBIEE DEVELOPER**

**Responsibilities**:

## Integrated OBIEE with EBS for Single Sign On (SSO) so that users can log into BI directly from the EBS without providing any credentials

* At the OBIEE RPD level, dealt with various scenarios on connection pool like setting the connections and making use of connection scripts
* Worked on Aliases tables, select statement based physical tables, dimensional hierarchies, level based measures, multiple logical table sources, various ways of giving business calculations at the OBIEE RPD level
* Ensured best practices at the RPD and database level like naming the tables, using aliases, using the keys and using implicit fact joins
* Created Dimension hierarchies to achieve the drill down functionality at the OBI Admin tool
* Implemented writeback functionality at the report level so that users can modify the backend data at the RPD level
* Customized the Repository by importing new facts and Dimensions and adding some extra columns to the existing Facts and Dimensions
* Worked on the logical content level at the BMM layer in designing subjects’ areas having detail and aggregate tables
* Implemented the AD authentication at the weblogic console level and external table authorization for user security
* Worked on security, at column and table level from the presentation layer
* Designed, implemented and tested security privileges on subject areas, dashboards and reports
* Good experience working on cache management and event polling concept
* Used Direct database request feature to create ad-hoc reports based on the Discoverer SQL and then placing them on dashboard for quick turnaround
* Created complex reports using saved analysis concept and then navigating from one report to another using conditional navigation
* Worked on integrating and configuring BI Publisher with OBIEE
* Created complex templates and performed calculations within rtf templates using BI Publisher

**Environments**: OBIEE 11.1.1.6.2, BiApps 7963, Oracle DB 11g, PeopleSoft, Unix, Informatica, DAC, SQL

**Client**: **Systems Tech, India** January2009 – March 2010

**Role**: **OBIEE CONSULTANT**

**Responsibilities:**

## Experience in providing end-to-end business intelligence solution by configuring metadata and building BI Repository consisting of three layers (Physical, BMM Layer &Presentation Layers)

## Experience in Dimensional Hierarchies, Level Based Measures, Drilldown Analysis and Time Series Functions in BMM Layer of Administration Tool

## Implementing in repository variables and session variables and Cache management

## Usage tracking integration with OBIEE and Metrics Automation and scheduling

## Creating users, Groups & Roles based on the business requirements

## Experience in Implementing Aggregation tables, Partitioning and Fragmentation methods.

## Created Data Sets and Data Models using SQL Developer and XML Publisher

## Extensively involved in developing Stored Procedures, Functions, Packages and Triggers using SQL and PL/SQL, Database designs Methodologies

## Familiar with database performance tuning by implementing materialized views with query rewriting, creating appropriate indexes, usage of hints, rebuilding indexes and analyzing query execution using the explain plan

## Worked closely with users, developers and administrators to resolve ongoing production problems by reviewing design changes made in production and made corresponding changes to OBIEE repository

**Environments**: OBIEE 10.1.3.4, BiApps 7961, Informatica, DAC, Oracle DB 10g, Windows, Unix