**Siva Kalahasti**

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**PROFESSIONAL SUMMARY:**

* Overall 6 + years of professional IT experience and 2+ years of experience in **ServiceNow platform** as both Developer and Administrator.
* Configured Applications using Service-Now tool used in ITIL Management. Strong understanding of ITIL V3. Deep functional and technical knowledge of the Service Now platform as well as experience delivering medium to large-scale Service Now implementations.
* Experience in Installation and Configuration of different modules of Service-Now.
* In-depth knowledge of the technical implementation of **Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management, Reporting, Discovery and Integrations.**
* **Strong experience in JavaScript.**
* 4+ years of experience in SaaS software configuration and development using Web Services and Simple Object Access Protocol, XML/RPC, and AJAX.
* Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks and demonstrated project management skills and experience working directly with customers and clients.
* 2+ years in Salesforce.com CRM platform using Visual force, Apex and Java Technologies as Administrator and Developer.
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.
* Extensive experience in activities related to SFDC Configuration like Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Process.
* Extensive experience in activities related to SFDC Development like creating visual force page, and creating business logic using apex.
* Experience as Salesforce Consultant, Salesforce Analyst and providing Support for challenging CRM projects implementation.
* In depth understanding of CRM business processes like Forecasting, Campaign Management, Lead Management, Account Management, Opportunity Management and Case Management.
* Integration of SFDC with external Web Service API’s.
* Involved in Data Integration and Migration with the existing Legacy systems using data loader.
* Experience in Integrating App Exchange Applications with Sales Force, Mass E-Mail Management, Application management using Force.com Plug-in & Eclipse IDE in Sandbox and Production Environments, Working with different aspects of Web Services (XML, WSDL, SOAP).
* Experience in Application Architecture, Analysis, Technical Design, Development, Implementation, Performance Tuning, Testing, Configuration Management and Release/Build management in all stages of Full Software Development Life Cycle (SDLC) of software applications using J2EE technologies.
* Attention to detail and complex problem solving abilities from operational and technical perspective.
* Excellent Interpersonal skills, Communication skills, Documentation Skills, problem solving ability, Analytical and Programming skills in High speed, Quality conscious and Multitasked environment.
* Experience in developing applications Coordinated with the cross-functional teams and have an experience in OFF SHORE environment.

**TECHNICAL SKILLS:**

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| **ITIL** |  | **ITSM,Service Now, JavaScript, HTML, CSS.** |
| **Programming Languages** |  | C, C++, Java, ASP.Net(C#), JEE, SQL, PL/SQL, ADO.Net |
| **Java** |  | JDK 1.6, Collections, Multithreading, Networking, Generics, Exception Handling, Files and Streams, JDBC |
| **J2EE** |  | Servlets, JSP, JSTL, Struts, Spring AOP, JNDI, JMS, JTI, Ajax, EJB, Spring IOC, Hibernate, Java Beans |
| **Salesforce technologies** |  | Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader,ETL,Workflow& Approvals, Reports, Dashboards and Custom Objects, Force.com IDE |
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| **Software Methodologies** |  | SDLC, Waterfall, Agile, XP, Scrum |
| **Databases** |  | Oracle 10g, MySQL |
| **Database Tools** |  | SQL Client, TOAD, SQL Developer |
| **Web/Application Servers** |  | IBM Web Sphere 6.x, Web Logic 10, Apache Tomcat |
| **IDE** |  | Eclipse, Net Beans, TOAD |
| **Version Control Tools** |  | CVS, SVN |
| **Tools and Packages** |  | Rational Rose, Ant, Maven, Log4j, TOAD, MS Office, Dreamweaver |
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**Professional Experience:**

**Johnson & Johnson Information Technologies , NJ Oct 2013 – Till Date**

**Role: ServiceNow Developer**

* As a part of support activity resolve incidents by provided with proper root cause investigation.
* Perform day to day administration of the Service-Now tool Maintain business services and configuration item relationships in Service-Now tool.
* Develop and manage application code, user interface, and third-party integration components
* Develop necessary development documentation as needed (e.g. technical design, developer notes, etc.)
* 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
* Performs migration activities (Dev to QA, QA to Prod)
* Coordinates Service Catalog options, including two-step checkout, cart controls, and variables
* Investigate performance issues, learn troubleshooting tools, and use system logs to find issues
* 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.

**Hallmark, Kansas City, MO Jul 2013 –Sep2013**

**Role: ServiceNow Developer**

* Gathered the requirements and provided design for the catalog item implementation of two services: Tech Refresh and New Software request.
* Involved in gathering the requirements for the PCI (Payment Card Information) [feed. It](http://feed.It) is used internally on the hallmark network.
* Worked on gathering requirements for the SCCM and BEAM feed implementation.
* Partial requirement gathering for the New Server Procurement catalog item (it was later moved into phase 2 for implementation).
* Provided design while gathering requirements for Remote Access Request Catalog Item.

**Chevron, CA Jan 2013–Jul 2013**

**Role: ServiceNow Developer**

* Gathered requirements from stakeholders at various phases to leverage ServiceNow within organization on End user self enablement portal using CMS.
* Developed and configured Service now Platform.
* Worked on complete life cycle to implement Service Now on Berlin version.
* Defined user roles and groups and Configured LDAP integration and scheduled a nightly LDAP refresh.
* Developed Incident management.
* Gathered requirement for attributes needed to develop Service Catalog and implemented it in phase 1.
* Performed IBM Tivoli Netcool integration with ServiceNow to send and receive event data to a NetcoolObjectServer to transform Netcool events into incidents.
* Created notifications based on user requirements and also configured inbound email actions to create incidents or requests.
* Implemented JDBC Export to execute custom SQL queries in the target database based on requirement.
* Created Data Sources from various external applications, scripts to parse incoming data and transform into ServiceNow.
* Worked to develop new service catalog items and fix bugs in incident, problem and change management.

**Amgen , Thousand Oaks, CA May 2011 –Dec 2012**

**Role: ServiceNow Administrator**

**Amgen** is an American-based multinational bio-pharmaceutical company. Amgen Implemented IT- Service-Now Application based on service-Now Platform

* Provided analysis, design and development of Service-Now trouble ticketing and incident management systems to support the company’s technical operations
* Worked on fixing bugs and doing enhancements for Incident, Problem and Change management and Service Catalog modules.
* Created notifications based on user requirements and also configured inbound email actions to create incidents or requests.
* Implemented JDBC Export to execute custom SQL queries in the target database based on requirement.
* Interface extensively with all areas of the organization including Operations and Development.
* Worked in configuring ServiceNow on Windows/UNIX platform with back end as Oracle 10g Database.
* Wrote Custom Reports, scripts to integrate with 3rd party software.
* Create schedules, reports and monitor performance of Service-Now.
* Documented all implementations and best practices defined within team.
* Trained ServiceDesk team and organizedmeetings to review content and testing efforts for testing in UAT for quarterly releases.

**Deloitte Oct 2009 - May 2011**

**Role: Salesforce Developer**

Deloitte implemented the salesforce.com CRM application for customer relationship management (CRM),Sales Management, Sales Lead, Opportunity and Product Distribution Management. Standard real-time, web-based reporting provides and meets common notification needs for fulfillment services and marketing promotion programs. Analytics package offers executive-level dashboards that clearly display program results to help managers analyze performance and plot future strategies.

**Responsibilities**

* Involved in analyzed requirements and developed detailed design of Sales force integration.
* Created several Validation Rules, Override custom buttons and links on custom and standard objects.
* Developed triggers, apex classes, custom Controllers to achieve the complex business functionality in the application.
* Created new custom objects, S-controls and apex class to enhance the functionality of custom objects.
* Implemented S-controls to manage sales plan call sheets within Salesforce, capturing data and call activity.
* Created Visualforce email templates and also automated Email Process to send customers.
* Created and deployed several reports, developed various workflows.
* Implemented on demand pricing and products configuration using Ajax and Javascript.
* Packaged and Deployed customizations from Sandbox to other environments using Eclipse.
* Assisted with data migrations using Data Loader and Import Wizard.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Supported end users and helped them in getting used to the application, generated reports and saved them for further access to the users.
* Used field level security along with page layouts to manage access to certain fields.

**Environment:** Force.com Platform, Salesforce Enterprise Edition, S-Controls, Salesforce.com Custom/Standard Objects, Custom Tabs, Page Layouts, Force.com Web Services API, SOQL/SOSL Queries, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in, SalesForce.com Sandbox, Email Services, Security Controls, Sandbox data loading, HTML, Java Script, CSS, WSDL, SOAP.

**Intergraph, Hyderabad Aug 2007 - Oct 2009**

Intergraph Security, Government & Infrastructure (SG&I) provides geospatially powered solutions to the public safety and security, defense and intelligence, government, transportation, photogrammetry, utilities and communications industries. Worked on a project to develop online portal for administrators.

**Role: Java/J2EE Developer**

**Responsibilities:**

* Involved in various phases like design and development using Rational Unified Process.
* Used Rational Rose for the Use Case Diagrams, Class Diagrams and Sequence Diagrams to represent the detailed design phase.
* Developed a web-based reporting for Credit Monitoring System with HTML, JSTL 1.2,

Custom tags.

* Developed user interface on Jakarta Struts 1.1 Framework using JSP 2.0 and HTML.
* Used Java/J2EE Design patterns like Business Delegate, Session Facade, Data Transfer Object (DTO) and Service Locator in the project extensively, which facilitates clean distribution of roles and responsibilities across various layers of processing.
* Developed Struts Action Class which route submittals via Business Delegate toBusiness appropriate components and render retrieved information.
* Used Web services for transmission of large blocks of XML data using (SOAP).
* Used XML and SOAP with SAX parser to transfer data between applications.
* Used Entity Java Beans for persistence.
* Used SQL stored procedures with JDBC API for storing, updating user request.
* Participated in database design using Oracle9i.
* Used Web-sphere Application Server 5.0 for deploying various components of

application.

* Used WebSphere Application Development 5.1.2 for developing the application.

**Environment:** J2EE 1.3 specification, IBM WAS 5.0, WSAD 5.1.2, Spring 2.0.6, Struts 1.1,

Hibernate 2.0, Rational Rose, XML, SOAP, SAX, JSP 1.2, EJB 2.0, JSTL 1.2, IBM MQ Series

5.1, HTML, JDBC, JavaScript, Servlets 2.3, CVS 2.0, Oracle9i, Unix.