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**Srikanth Reddy**

**510)7666646**

[**Srikanth.R1118@gmail.com**](mailto:Srikanth.R1118@gmail.com)

**SUMMARY:**

* An accomplished **ServiceNow Developer/Admin and Remedy** with **7 years** of Technical Experience with expertise in **ITSM Applications (5.5/6.x/7.x/8.1)**.
* Integration Analyst responsible for **Systems** Engineering, Designing, Developing, Testing, and implementing specifications provided by the client.
* Experience in, **Monitoring tools, Bridge calls, Outage Communication, Business Impact Analysis, IT Service Continuity Management, and SLA Management**.
* Extensive knowledge of **Remedy workflow** such as **Request Forms**, **Active Links**, **Filters**, **Active Link** and **Filter Guides** and **Escalations.**
* Experienced in all phases of **Software Development Life Cycle (SDLC),** quality management systems and project life cycle processes.
* Experience in designing, developing, customizing & administering **ITSM s**uite of applications.
* Experience in configuring / maintaining / customizing **ITSM 5.5 / 6.0 /7.x/7.6.x.**
* Experience in performance tuning of **Remedy and ServiceNow** Setups.
* Experience with ServiceNow implementation of **PPM** (Project Portfolio Management).
* Developed various Email templates as per the User requirements and worked on the Email notifications.
* Worked with Record Producers, Order Guides, Work Flows and Orchestration in Service **Catalog Management.**
* Extensive experience in working with User Management including Users, Groups, Roles and **Access Control Lists (ACL) .**
* Experience in developing **Crystal reports** and converting crystal reports to **Business Intelligence and Reporting Tool (BIRT) reports** for web applications**.**
* Experience in upgrading of **ITSM** suite from **5.5 to 6.0** and **6.0 to 7.x.**
* Experience in setting up of **CMDB 2.x/7.x.**
* Good understanding of **Helpdesk / Service Desk, Change Management, Asset Management, Change Tasking, Service Level Agreemen**t and **Service Request Management.**
* Strong analytical and problem solving skills and the ability to interpret and communicate facts and data.
* Developed new Service catalog items and fixed bugs in incident, problem and change management.
* Line of Business involved - Life Insurance and Property &Casualty (P&C).
* Developed Business Rules, **Client Scripts, Catalog Client Scripts, UI actions** and **UI Policies.**
* Configured multiple Catalog Items Front-end web / GUI components using **JavaScript, Soap, web services, CSS, HTML5.**
* Experience in handling tables on **CMDB** and had a profound knowledge and experience on **DISCOVERY.**
* Remedy Specialty areas using **ITIL** best practices - **Incident/Problem Management, Change Management, Asset Management, and SLA**.
* 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.
* Good communication, analytical, leadership and project management skills.
* Experience in **Auditing** and **Archiving** of **Remedy and ServiceNow** applications.

**EDUCATION:**

Master’s Degreein Computer scienceSilicon Valley University, Computer Technology, CA , USA 2016

Bachelor of Technology in Computer science, Jawaharlal Nehru Technological University Hyderabad.

**TECHNICAL SKILLS:**

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| **Remedy and ServiceNow Tools** | ITSM 8.1/7.6.x/6.x, CMDB 2.x/7.x, Service Level Agreement 7.x, Mid-Tier Remedy, Remedy Migrator 7.x, Remedy Import 7.x, Remedy AR Suite, Remedy Approval Server Service Level Agreement7.x, Knowledge Management and Document Management, Remedy ARS 7.6.x/7.x/6.x.  ITSM Suite, HP Service Manager, HP Asser Manager, ServiceNow, Help Desk 7.5x/7.X/6.x/5.x, Change Management 7.5x/6.x/5.x, Asset Management7.5x/6.x/5.x, SRM 7.x |
| **Operating Systems** | UNIX, AIX, Windows NT/98, Windows XP/7/8. |
| **Languages** | C, C++, Java, JSP, PL/SQL, XML, HTML. |
| **Web Technologies** | HTML, CSS, JavaScript, Ajax, Angular JS |
| **Databases** | Oracle, MS SQL Server, MS Access, CMDB. |
| **Reporting Tools** | Crystal Reports, SQL Server Reporting Services and Data Reports, Business Intelligence and Reporting Tool (BIRT). |

**PROFESSIONAL EXPERIENCE:**

**APPSHARK, Dallas, Texas Oct 2018 – Present**

**Role: ServiceNow Consultant.**

**Appshark** is an international software development company with offices in Dallas, TX and New York. We’ve earned an excellent reputation for solving our customers’ challenges by providing innovative and practical solutions through our implementation, integration, software development, and staffing services.

**Responsibilities:**

* + Assist in developing new **ServiceNow** solutions, including proof of concepts and mock- ups
  + Design and architecture of **ITSM** applications and custom applications with automation.
  + Mange dependencies and integrations among **ServiceNow** and external platforms such as proof point and other **sharing platforms**.
  + Develop and deliver training programs for other teammates and end users.
  + Implementation Knowledge portal for Knowledge
  + Integrating **Team Viewer**, **Solar Winds** with **ServiceNow.**
  + Designed and implemented custom applications within **ServiceNow** for multiple departments.
  + Designed and implemented custom **inventory tracking** and **transfer application**.
  + Working with Business **stakeholders** understanding the functional requirements and designing the architecture of the custom applications within ServiceNow.
  + Facilitating rollout of new applications and modules.
  + Implementing critical processes within workflows and automation.
  + Worked on customizing **Incident**, **Problem** and **Change management** screens using **Client Scripts**, **UI Policies**, **UI Actions** and **Business Rules**.
  + Design and implement new functionality using **Business Rules**, **UI Policies**, and **Access Lists** etc.
  + Using **Service Catalog** and Request Workflow Design and Configuration.
  + Designing the **Content Management** System for Varian system which involved **layout**, **CSS** and **service catalog work**.
  + Created various workflows for **Incident Management**, **Change Management**, **Service Requests** and **SLA's**.
  + Created **Buttons** and **context menus** both on form and lists using **UI** actions.
  + Designed many **email templates** by using **HTML** and **Jelly** **scripting** and used them in notifications.
  + Worked with windows team, **network team** and **Asset team** in order to check for the data collected through discovery is accurate.
  + Created roles and **ACL's** to applications created in ServiceNow.
  + Working on **Helsinki** and discovered Service Now upgrades
  + Imported Configuration Items (**CI**) from third party applications using **import set tables**.
  + Created data sources and loaded the ServiceNow tables with different data formats.
  + Created transform **Maps** both **automatic field** mapping and **scripting**.
  + Worked on the integration of Service Now, integrated Service Catalog and Incident module.
  + Implemented Database integrations using Scheduled Jobs and Mid Server Script Includes to fulfill the requirements.

**Environment**: ServiceNow Istanbul /Helsinki, Windows 10, XML, Java script, HTML5, JSON,SOAP,Web services, MS SQL Server, Integration, SCRUM, Jelly, CSS.

**PAYCHEX INC, ROCHESTER, NY Aug 2017 – Sep 2018**

**Role: ServiceNow Developer**

**Paychex, Inc**. is an American provider of payroll, human resource, and benefits outsourcing services for small- to medium-sized businesses. With headquarters in Rochester, New York, the company has more than 100 offices serving approximately 605,000 payroll clients

**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**.
  + Technical contributor to ServiceNow systems which includes three instances (**Development**, **Test**, and **Production**).
  + Major responsibilities include **coordinating**, **managing** and **performing** technical activities for **ServiceNow modules** &applications.
  + Worked on Configuration and maintenance of Business Rules (**Basic** and **Advanced**), **Client Scripts** and **UI Policies** in **ServiceNow**.
  + Upgrading instance from **Helsinki** to **Jakarta**.
  + Creating the **UI pages** to use them in **catalog** items.
  + Involved in gathering the requirements from the Business Team and creation of technical, functional specification documents.
  + Experience in creating and configuring **SLAs** as per product requirements.
  + Involved in **LDAP** integration with ServiceNow for obtaining users and groups.
  + Experience with development of **Service catalogs** - **catalog items**, **designing workflows** and **execution plans**.
  + Experience in **Cloud management** and creating the managed services like **Microsoft Azure**.
  + Writing the **Catalog** **client scripts** and **UI policies** to make **Client-side changes.**
  + Created ACL’s to grant access to specified users and managed the assignment rules.
  + Developed new workflows and change management policies for Release management and Operations Automation.
  + Monitored **ITIL** Service delivery via process mapping audits and design procedures.
  + Solution and standardized the **ITSM** process in bid management to satisfy the customers.
  + Configured multiple Catalog Items Front-end web / **GUI** components using **JavaScript, Angular, CSS**, and **HTML5.**
  + Handling Day to day **IM/PM** and **CM** tickets according to the Priority & Business needs.
  + Coordinate with **Platform Management team**, **Incident management** & developed SLAs.
  + Responsible for developing, evaluating & presenting weekly and monthly **Change Management metrics** to **Executive Management**.
  + Worked on performance analytics for **Governance Risk and Compliance (GRC) .**
  + Work with **SCRUM Master** and **Manager of Development** on **PM** and **BA** training and mentoring.
  + Execute **SIPOC** (**Suppliers**, **Inputs**, **Process**, **Outputs** and **Customers**) interviews with **NAT** staff to identify Current state process flows and challenges Assist with conducting and scheduling **QA** and **UAT testing.**
  + Experience in Email Integration, **LDAP** integration, External **Web Services Integration** (both **SOAP based, and REST based**) in **ServiceNow.**
  + Developed monthly Change, Cost Analysis & reports of the clients to Executive Management Team.

**Environment**: ServiceNow Geneva/Helsinki/Istanbul, Asset Management, Incident Management, Problem Management, Angular JS, HTML5, Java Script, JSON, Angular JS, SOAP, Web services, MS SQL Server, Integration, Azure, CSS, Windows 7/8.

**RIDECELL INC., San Francisco, CA July 2016 – Aug 2017 Role: ServiceNow Developer/Admin**

**Ridecell** empowers new mobility operators, including OEMs, car rental companies, auto clubs, cities, transit agencies, dealer groups, and private fleets to launch, expand, and maximize the utilization of their own ridesharing and carsharing services. Headquartered in San Francisco

**Responsibilities:**

* Assisting client implementing the **MSP (Managed Service Provider)** instance for **ServiceNow** and Domain separation for **ServiceNow Instances**.
* Working with client and functional requirements within **ServiceNow**, facilitating rollout of new applications and modules.
* Assist in the definition of business requirements and provide definitions and updates of system design documentation.
* Designed Workflows, along with standard Workflow templates, which can be reused.
* Supported the team responsible for the implementation and administration of the **ServiceNow** installation, including managing system configurations, gathered and documented user and process requirements, developed workflow customizations, and performed quality assurance testing and user acceptance testing.
* Implement **ServiceNow** customization including, but not limited to, **Client Scripts**, **UI policies**, **UI Actions**, **Script Includes**, **Business Rules**, **workflow administration**, **report setup**, and data imports and exports.
* **ServiceNow** application development including creation and configuration of **Service Catalogs**, Email Notifications, **Data imports**, **exports** and **Reports**.
* Worked on **CMDB** and Asset management. Performed Data migration to import data from other applications and external databases.
* Designed many email templates by using html and jelly scripting and used them in notifications.
* Worked with windows team, network team and Asset team to check for the data collected through discovery is accurate.
* Created Data Sources from various external applications, scripts to parse incoming data and transform into **ServiceNow**.
* Worked on end to end implementation of various third-party monitoring tool Integrations, Supported the team with the work flow of the integrations.
* Designed and delivered technical methodologies around the **ServiceNow** platform.
* Gathered requirement from stake holders for attributes needed to develop **Service Catalog** items.
* Worked with clients to assess current state processes and tools, defined **ServiceNow** requirements and developed and configured the **ServiceNow** platform.
* Created the performance **analytic dashboards**, **widgets** for users to see the appropriate data.
* Granted access to the required users and groups to access the dashboards.
* Created multiple tab dashboards and widgets with single source.
* Worked with automated, manual and formula indicators.
* Created various frontend forms, and associated **Client Scripts, UI policies, Business rules** and **Script** Includes.
* **Exporting** and **Importing** tables, workflows, update sets data from one instance to the other.
* Created roles, views and user groups pertaining to the use cases. **(Fuji and Eureka).**
* Worked on establishing Links to knowledge based articles on **Fuji and Eureka.**
* Wrote Jelly Scripts for all the notifications, Content Management and also business rules. (Fuji and Eureka).
* Designed Workflows, along with standard Workflow templates which can be reused.

**Environment:** ServiceNow Fuji/Geneva, HTML5, Java Script, JSON, SOAP, Web services, MS SQL Server, Integration, SCRUM.

**CGI, Troy, AL Dec 2015 – Jun 2016**

**Role: ServiceNow Developer/Admin**

**CGI Group Inc**. (Consultants to Government and Industries), more commonly known as CGI, is a Canadian global information technology (IT) consulting, systems integration, outsourcing, and solutions company headquartered in Montreal, Quebec, Canada. Services provided by CGI includes application services, business consulting, business process services, IT infrastructure services, IT outsourcing services, and systems integration services, among others

**Responsibilities:**

* Indulged in update set tracking and export/import both in **FUJI** and **Eureka** versions.
* Worked in a team of 4 to integrate ServiceNow with **DocuSign** and **Kenexa.**
* Workflow management **- Created Workflows, Sub flows** and Tables both on **Fuji** and **Eureka**.
* Managed inbound and outbound notifications in Fuji and Eureka.
* Managing Email notifications through Tables and Workflows.
* Advanced Schedule jobs and **Business rule creation**.
* Created new Business **Rules/Script Includes/Client catalog script/Client Script**.
* Created and managed **SLA** definitions for deferent Service Groups.
* Created Catalog Requests and record producers.
* Worked on the Dynamic content page for the overall project. **Content Management** in this case was the primary focus on ServiceNow (**Fuji and Eureka**).
* Created **Business rules supporting** various email, notifications and also tables.
* **Unit testing** for all the **use cases and Functional** requirements put forward for the project in Fuji and Eureka.
* **Exporting and Importing tables, workflows,** update sets data from one instance to the other.
* Worked on establishing Links to knowledge-based articles on Fuji and Eureka.
* Wrote Jelly Scripts for all the notifications, Content Management and also business rules. (Fuji and Eureka).

**Environment:** ServiceNow, Fugi, Erueka version, Workflows, Sub flows, DocuSign and Kenexa.

**CSC Corp, Hyderabad, India Jun 2013 – Jun 2015**

**Role: Sr. Remedy Developer**

**Responsibilities:**

* Gathered requirements from various business groups/users and converted business requirements into functional specifications.
* Extensively involved in the customization and development of various applications.
* Worked on Auditing and archiving of the applications and forms.
* Worked on Change Management Testing, Problem Management and Asset Management.
* Installed and Configured **BIRT** reporting tool to remedy **AR system.**
* Involved in installing and configuring and setting up of data in CMDB 7.6.04 sp2.
* Integrated with ITSM Modules i.e. Helpdesk, Change Management, Asset Management, Approval Server and Tele alert.
* **Installation and Configuring CMDB 7.5** and involved in building **Reconciliation Rules** Creating and Running **AIE** Exchanges, Jobs in RE Manager, working with classes and good knowledge of **Common Data Model .**
* Identified and defined new CIs in **BMC Atrium CMDB.**
* Extensively involved in the transition of an application from Client (User) tool to Web.
* Designed various crystal & **BIRT** reports based on user requirement.
* Customized the **OOB Help Desk**, Change Management, Asset Management as per the company’s business requirements.
* Converted existing crystal reports into **BIRT** web reports.
* Involved in solving Helpdesk tickets and production issues for **Remedy ITSM 8.1.**
* Customizing **ITSM** application and creating and validating tickets in different **ITIL** processes.
* Responsible for creation and maintaining of groups and permissions for users.
* Used to monitor log files on server.
* Created attributes and datasets in **CMDB** and used reconciliation to identify external data sources into **CMDB.**
* Used AIE to import data into **CMDB** classes and relationship classes from almost 20 data sources .
* Involved in licensing and providing access permissions to many users and functional analysts.
* Extensively involved in the development work by designing workflows using forms, active links, filters, escalations etc…using **Developer Studio 8.1 and 7.6.04 SP4** .
* Involved in presenting and knowledge sharing of BIRT functionalities with team and other departments.
* Extensive system testing across multiple server environments and used Migrator to keep all servers in synchronous.

**Environment:** Remedy ARS 8.x/7.x, CMDB, Remedy ITSM 8.1, Remedy Migrator 7.6, Remedy Data Import 8.1, Crystal reports 2008/9.x, BIRT 2.5.1, SRM 7.6, MS SQL server 2008.

**Watts Water Technologies, India May 2011– Jun 2013**

**Java Web application developer**

**Responsibilities:**

* + Actively involved in analyzing and collecting user requirements.
  + Wrote Specification for the development.
  + Wrote **JSP**s, **Servlets** and deployed them on Tomcat application server.
  + Involved in writing **PL/SQL** Stored procedures, views for backend database access.
  + Used JavaScript and **HTML** for **UI**, **servlets** as front controllers.
  + Developed **Java Script** for client-side validations.
  + Expertise in **Object Oriented Design** using **UML**-Rational Rose.
  + Involved in Server side and Client-side programming.
  + Wrote **SQL** stored procedures and used **JDBC** to connect to database.
  + Developed data layer using **JDBC**.
  + Created a user interface with **HTML** and **JSP**.
  + Involved in developing various servlets and used **DB2** as the database and wrote **SQL** & **PL-SQL**.
  + Creating database views to pull the reports on variables, which are being used by catalog items.

**Environment:** Java/J2EE, EJB, JDBC, Servlets, JSP, Eclipse IDE, HTML, XML, JavaScript, BEA WebLogic, Oracle, Internet Explorer, Windows