VISHALI E

Sr. ServiceNow Developer & Admin

(732) 734 – 0440 GREEN CARD Work Status

**Summary of Qualifications:**

* IT Professional with 8+ years of referable & strong experience as ServiceNow Developer and administrator.
* Highly skilled on ServiceNow platform tools like Discovery and Orchestration Environment.
* Extensive experience in integrating ServiceNow with 3rd party tools and implantation of SOAP and REST API.
* Hands on Experience with ITSM, ITAM, ITOM, GRC and related topics and modules.
* In-depth knowledge of the technical implementation of Discovery, Incident Management, Change Management, Risk Management, Problem management, Knowledge Management, Configuration Management, Service Portal Service Catalog, Reporting, Integrations, LDAP, Altars, SAML 2.0, SCCM, SSO, and CMDB.
* Expertise in developing workflows in customizing applications in ServiceNow using JAVA Script, Jelly, XML and HTML.
* Experienced with networking concepts like proxy servers and Firewalls.
* Proficient on ServiceNow Discovery Module, comfortable deploying discoveries in a multi-datacenter environment and Proven ServiceNow implementation experience.
* Expertise in Multiple CMS tools (Jelly, Glide) and implementing systems using the Agile/Scrum and Waterfall methodology.
* Experience in database design using PL/SQL to write Stored Procedures, Functions, Triggers and strong experience in writing complex queries for Oracle.
* Good experience in using JavaScript, J2EE, JSP, Hibernate, JMS, JSF, XML, HTML, AJAX and web based tools**.**

**Technical Competencies:**

Methodologies: Agile Modeling, SDLC model, Waterfall model, Spiral Model

Service Now: Change Management, Incident Management, Problem Management, Service Catalog, Integration with Third Party Tools, Configuration Management, Reporting, Discovery and Integrations, Airwatch, Client Side and Server Side Scripting, Client & Server API's, LDAP, ACL’s, ADDM, SSO, Glide Aggregate, Glide Record, Administration, Reporting, Email Notifications, Creating/Editing Home pages, Personalizing Forms

Processes Model Tools: MS Office Suite 9X/2000/XP (PowerPoint, Word, Excel, Access, Outlook), Novell GroupWise, Banner, Lotus Notes, MS Outlook, MS Project, MS Visio, Windows, Unix, JavaScript, Perl and PowerShell

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, HTML, PL/SQL, AJAX, CSS and HTTP

**Professional Experience:**

***Client: Wire Fly - Reston, VA*** *Mar 2016* ***-*** *Present*

***Role: Sr. ServiceNow Admin***

Design & development of a Facilities Application through which users in Wire Fly can request for different services by accessing through a single form. Requesters raise the Work orders for their requests and Coordinator assigns the Work orders for the Fulfillers to fulfill them. The same Application is developed for the Tablet and Mobile users as well which reduces the work of fulfillers to access the work orders without logging into the instance when they are around the campus.

**Roles & Responsibilities:**

* Involved in gathering the requirements from the Business Team and creation of technical, functional specification documents.
* Implementation of different modules of ServiceNow as per requirements and ITIL process – Incident Management, Problem Management, Change Management, Asset Management and Service Catalogs.
* Developing integrations both inbound and outbound. SOAP & REST.
* Setting up Mid-Servers for outbound integrations.
* Created ACL's to grant access to specified users and managing the assignment rules.
* Moving Update sets from non-production to production.
* Upgrading instance from Eureka to Fuji. Upgrading instance from Fuji to Geneva.
* Cloning of production instances to non-production instances.
* Performing by weekly releases in production. LDAP, Initial Data Loads, Import Sets, automated integrations and address exceptions.
* Customizations in ServiceNow forms as per client's requirement.
* Involved in redesigning the workflows using ServiceNow workflow editor.
* Worked on migration between various ServiceNow environments using Update Sets.
* Worked on loading the data into ServiceNow using Import Sets.
* Worked on Configuration and maintenance of Business Rules (Basic and Advanced), Client Scripts and UI Policies in ServiceNow.
* Involved in creating and configuring the SLAs as per the requirement.
* Responsible for the acceptance, identification, storage and withdrawal of all supported CIs.
* Responsible for ensuring that all the CIs are registered and these records are correct and up to date.
* Troubleshooting HPOO and SCOM agent related issues.
* User Interface - Configure and maintain Forms, Lists, Views, UI Policy, UI Scripts, UI Actions, View Rules, Welcome Page Content, Map Pages and other UI elements for ServiceNow modules.
* Development of Service catalog - catalog items, designing workflows and execution plans.
* Worked on CMDB and populated the CMDB by importing the data of IT assets into the system, centralizing the information.
* Involved in reconciliation of complicated workflows to simpler form.
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, CSS, and HTML5.

**Environment:** ServiceNow, JavaScript, HTML 5, Windows 7, HTML, XML, JSP, JSF, Struts, CSS

***Client: ADOC - McLean, VA*** *Aug 2014 to Mar 2016*

***Role: ServiceNow Developer & Admin***

Design & development of a Dispatch Software to streamline the order entry, dispatching and billing activities. It’s a powerful system for timely and accurate billing not only helps to streamline operation but it also helps to increase cash flow.

Some of its features include; Order Entry/Dispatch and billing, Built-in mapping and routing, most accurate zip to zip driving distance ready to be used for pricing, Scheduling and Routing, built in caller and reference names, Look Up buttons for most required field, Complaint sheet to record customers’ issues on every delivery.

**Roles & Responsibilities:**

* Analyzed and fully understood the user requirements and current procedures to improve system capabilities, automated process workflows and address scheduling limitations throughout the development and delivery of the ServiceNow roadmap.
* Created many standard workflows which are being re-used and propagated and handled many custom events.
* Worked on troubleshooting security rules, scripts etc.
* Created UI Actions/ UI Policies in customizing forms and buttons.
* Used ACL's for controlling the security mechanism in Service Now.
* Implemented different Integrations using web-services / MID Server, etc.
* Involved in Server side scripting using Script Includes.
* Used Update sets to move customization from Development to Production Instance.
* Worked on Incident Management, Problem Management, Change Management, Release Management, Knowledge Management, and Asset management, CMDB, Service Requests and SLM.
* Worked on upgrading the version from Eureka to Fuji, Fuji to Geneva, Geneva to Helsinki and Helsinki to Istanbul.
* Used Web Technologies like XML, HTML.
* Used Active Directory, LDAP and Single Sign-On (SSO) Integration
* Supported the team in ServiceNow operations like User/ Group administration, reporting, Metrics, SLAs, etc.
* Used Knowledge articles, incidents, CMDB and dictionaries.
* Created transform maps-both automatic field mapping and scripting.
* Build and conduct pre-production of new controls in ServiceNow.
* Developed UI Actions, script includes and Business rules for overall platform.

**Environment:** XML, HTML, Windows 7, Service Now, CSS, AJAX

***Client: Prism X - Sterling, VA*** *May 2013 to Aug 2014*

***Role: UI Developer***

Design & development of The PRISM Suite that offers procurement and grant solutions for Federal Civilian, Defense and Intelligence agencies. PRISM is a web-architected, COTS solution with proven interoperability and it simplifies the process of connecting users around the globe and sharing data between systems. This comprehensive procurement management tool increases productivity across the procurement process from requisitioning to closeout, minimizes data entry, and maximizes efficiency through electronic routing, workflow, and workload management.

**Roles & Responsibilities:**

* Involved in building prototypes based on business requirement which included cross-browser compatible and standards-compliant HTML/CSS layouts.
* Developed additional features including data retrieval, client information dynamic update, etc. using JavaScript, jQuery, HTML, JSON and CSS.
* Utilized HTML, CSS, JavaScript lib (jQuery) to work around default browser settings and improved web page styling and layout.
* Worked in a collaborative and agile environment with minimal supervision in cross-functional teams with product managers and other developers.
* Used regular expression check methods to conduct input check.
* Requested and got data from backend using Ajax call in jQuery to exchange JSON data with back-end.
* At later stage of the project, added responsive features using Bootstrap for more user-friendly experience and mobile-app.
* Used SVN and GIT for version control.
* Modified and updated UI pages rapidly after received new requirement from clients.
* Focused on Cross-browser feature of pages. Implemented tests on Chrome, Firefox, IE 7/8/9 with Chrome Developer Tools and Firebug. Fixed bugs and optimized JavaScript codes.

**Environment:** HTML, CSS, JavaScript, jQuery, Ajax, JSON, SVN, Bootstrap

***Client: United Health Group -*** ***Portsmouth, NH*** *(Offshore Project)**Mar 2010 to May 2013*

***Role: Web Developer***

**Roles & Responsibilities:**

* Involved in developing HTML and JavaScript for client side presentation and, data validation within the forms.
* Closely worked with business system analyst to understand the requirements to ensure that right set of UI modules been built.
* Developed HTML prototypes and UI deliverables, such as wireframes, storyboards, flowcharts, screen mock-ups, and interface design specifications.
* Implemented Presentation layer using CSS Framework, Wire-framing, HTML5 and Created XHTML Pages with CSS and the Box Model.
* Using advanced level of JQUERY, AJAX, JavaScript, CSS and pure CSS layouts with media quires and key frames.
* Provide user interface design for Web-based projects, including dashboards, widgets, and products. Designed PDF, Excel and Print previews for all the reports in the application using HTML, JavaScript.
* Maintain, enhance, and recommend solutions that best suit business and technology needs from UI standpoint.
* Involved in writing application level code to perform client side validation with feedback icons using bootstrap and JQuery.
* Developed cross-browser compatible website using HTML5, CSS3, and jQuery.
* Successfully executed all the test cases and fixed any bugs/issues identified during the test cycles.

**Environment:** JavaScript, HTML5, CSS3, JQuery, DHTML, XSLT, SSAS, SQL, Bootstrap, Ajax

**Educational Qualification:**

* **Bachelor’s Degree in Commerce**

Osmania University - AP, India

**References:** Provided upon request…