

**NAGASHREE K S**

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**9108746565**

**Professional Experience:**

* Possess 3.2 years of experience in ServiceNow and MF Service Management tools
* Handful of experience in SERVICENOW
* Working knowledge on ITSM module – Incident, Problem, Change Service Catalog
* Experience in implementation of Business Rules, Client Scripts.
* Good knowledge of SLA, UI Policies, Import Set, Data Policies and Email Notification.
* Worked with transform maps, data sources for data loads and management.
* Experience working with email notifications, inbound actions.
* Handful of experience in SMAX
* Installation and configuration of SMAX
* Implementation and support project and has strong troubleshooting skills in SMAX.
* Strong individual contributor and effective team player.

**Work Experience:**

* ISS Private Limited.
* Avin Systems Private Limited.
* Service Io Consultancy LLP.
* Samartha info Solutions.

# Educational Qualification

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| --- | --- | --- | --- |
| **Degree** | **Major** | **Year** | **University/Board** |
| **BE** | Computer Science | 2020 | VTU |
| **PUC** | Science(PCMB) | 2016 | GPU |
| **SSLC** | State | 2014 | Shree Sharada English Medium School |

**Graduation:**

Bachelor of Engineering in Computer Science 2020 passed out.

**Skills:**

* ServiceNow
* Service Management Automation X (SMAX)

Certifications:

* Welcome to servicenow
* Performance Analytics
* Flow Designer
* Automated Test Framework
* Integration Hub
* Citizen Developer Application Creator
* Predictive intelligence
* Agile and test management
* Virtual Agent
* Service Portal Fundamentals

**PROJECT EXPERIENCE:**

**#project 1:**

**Responsibilities:**

Project involved Implementation and Configuration of Service Portal.

* Created widgets and pages as per requirement.
* Developed widgets and fixed widgets in Service Portals to enhance the User Experience.
* Added existing widgets with some modification as per requirement on portal
* Created and added menus and themes as per requirement.
* Created service catalogs items with workflows as per requirements.
* Worked on catalog client script and script includes to auto-populate the field values.
* Worked on UI polices, Client script, Business rule and Workflows, catalog item.

**#project 2:**

**Responsibilities:**

* Creating custom widgets.
* Creation of widget option schema.
* Worked with import set and transform map.
* Designed and customize SLA definition.
* Creating service catalog and order guides.
* Worked on record producer.
* Worked on catalog item requirements.
* Worked on triggering notifications for events.
* To change the behavior of fields on form worked on UI policy, data policy.
* Implementing Incident Management, Change Management, Knowledge Management, Service Catalog, Reports, System Import Sets in ServiceNow.
* Worked on Dictionary Override, Configuring forms and fields.
* Worked on Notification, survey and knowledge Base.
* Adding new fields in the form , configuring form layout and form designs.

**#project 3:**

**Responsibilities:**

* Monitoring the Incidents and manage the workload in their respective queues to ensure that Service level and Operational level Agreement are respected.
* Creating and submitting the knowledge Articles.
* Importing data to modules in Service now through excel (csv file) like person entity.
* Creating new incident status, assignment groups, creating new areas and sub areas, and Incident Views
* Implementing Incident Management, Change Management, Knowledge Management, Service Catalog, Reports, System Import Sets in ServiceNow.
* Experience on Client Side and Server-Side scripts. Created client scripts, UI Policies, Business Rules, Script Includes, UI Actions, UI Pages in ServiceNow.