


KOYYA MONIKA

 monikareddy.koyya@gmail.com

 +91 9652322426

Profile Summary

- Possess approximately 3 years of experience in implementing, developing, and supporting ServiceNow solutions within the IT industry.
- Proficient in ServiceNow administration across various modules, including Incident, Change, Problem, Service Catalog, System Import Sets, UI Actions, System Update Sets, Citizen Developer, Flow Designer, and App Engine Studio.
- Skilled in creating registry events, Business Rules, and email notifications tailored to customer requirements.
- Experienced in designing service catalogs, catalog client scripts, variable sets, and implementing UI policies.
- Expertise in developing form buttons, context menu items, and other custom functionalities using UI Actions.
- Proficient in cloning and customizing widgets for the Service Portal.
- Adept at creating, customizing, and troubleshooting workflows using Flow Designer.
- Hands-on experience in building and managing REST and SOAP API integrations for both inbound and outbound communication within applications.
- Advanced knowledge of web and user interface development, with proficiency in HTML, CSS, and JavaScript.

Work Experience

Employer : WIPRO Technologies PVT LTD, Bangalore, Karnataka IN.

From: May 2022 – till present

Project 1: United Health Care

Dashboards and Reports: Designed and developed interactive dashboards and reports to monitor key activities and measure business outcomes effectively.

SOPs and Knowledge Articles: Authored and maintained comprehensive standard operating procedures and knowledge articles to enhance user understanding and streamline ServiceNow usage.

Service Portal and Homepage Design: Created an intuitive and user-friendly service portal and homepage, improving navigation and enabling users to complete tasks more efficiently.

Custom Widgets: Designed and implemented custom widgets for the service portal, offering users quick access to critical information and tools, thereby enhancing their experience.

Marketing Video: Produced a promotional video highlighting the features and advantages of the ServiceNow project, utilized in stakeholder presentations and marketing campaigns.

App Engine Studio: Leveraged ServiceNow's App Engine Studio to develop custom applications, automating complex and time-consuming business processes, which resulted in significant operational efficiency gains.

Project 2: Manpower Group

CSM Implementation: Successfully implemented the ServiceNow CSM module, including initial configuration, user setup, and integration with existing systems.

Customer Service Portal Setup: Designed and configured a custom Service Portal for seamless customer interactions.

CSM Process Configuration: Streamlined processes for case creation, assignment, and resolution within the CSM module.

Knowledge Base Integration: Enabled automatic knowledge article suggestions during case creation for faster resolution.

Virtual Agent for Customer Support: Implemented Virtual Agent to handle common customer queries, reducing response time and improving user satisfaction.

Self-Service Portal Development: Designed and customized a self-service portal for customers to log issues, track cases, and access knowledge articles.

CSM Performance Dashboards: Built dashboards to track key performance indicators (KPIs), including case resolution time.

Service Level Agreements (SLAs): Configured SLAs to monitor and enforce timely resolution of customer cases.

Feedback Analysis: Used analytics to identify trends in customer feedback and improve service quality.

CSM Process Optimization: Analyzed existing customer service processes and implemented enhancements for greater efficiency.

Knowledge Article Creation for Customers: Authored customer-facing knowledge articles to enhance self-service capabilities.

Technical Skills

- JavaScript
- HTML
- CSS
- Basics of AngularJS

Certifications

- ServiceNow Certified System Administrator
- ServiceNow Certified Application Developer
- ServiceNow Certified Implementation Specialist - Customer Service Management
- ServiceNow Application Developer Core Skills Micro - Certification Suite

Education

- Bachelor of Engineering – Electronics and Electrical Engineering, Pragati Engineering college, Surampalem, Andhra Pradesh (2018 – 2022).

Accomplishments

- Received 'Victory League, Champion League Award & Unit Award' for my project in Wipro.