

Thyagaraj K
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Professional Summary

- 7 years of experience in the IT industry as a ServiceNow Developer. Extensive experience in ServiceNow development and Implementation.
- Flexibility to adapt to changing priorities and meet deadlines as per the schedules and solve client/customer related technical issues.
- Self-motivated team player with good communication, analytical, problem solving and interpersonal skills to communicate effectively at all levels of the development process.

ServiceNow Experience

- Experience with IT Service Management Process, Tool Configuration and Administration.
- Good knowledge and understanding of ITIL process.
- As a Service Now developer have an experience on implementing **Service Catalogs, Incident** Management, **Problem** Management, **Change** Management, **Knowledge** Management, **Customer Service** Management, Work order Management, CMDB, **ITAM, HRSD, Service Portal**.
- Experience in setting up workspace.
- Experience in Ui Builder concepts.
- Worked on App engine studio and templates to implement Citizen development.
- Experience on creation of Catalog items, record producers, Order guides and ACLs.
- Experience working with **REST Integrations** of web Services and **E-bonding Integrations**.
- Experience working with **Business Rules, Client Scripts, UI Policies, UI Actions, Script Includes, Access Control Lists, Workflows** etc...
- Experience in working with email notifications, inbound actions, reports and home pages.
- Expert in JavaScript scripting used in Service Now.
- Knowledge of working with different kind of scripts in Service Now and their order of execution.
- Involved in creation and customization of complex workflows and custom workflow activities.
- Worked with transform maps, data sources and different transform scripts for data loads and management.
- Worked on Performance Improvement Fixes.
- Experience of handling Bug Fixes and Enhancement requests
- Involved in planning and coordinating Implementation plan for every release in Service now.
- Providing support for all Production deployments
- Following the coding standards and best practices during the implementation and reviewing the code to maintain quality in the code.

Technical Skills

- Primary skill : Service-Now (ITSM) Development & Implementation.
- Web Technologies : Java Script, CSS, HTML.
- Database : SQL (Basic SQL Queries).
- Operating System : Windows, Linux.

Certifications

- Service-Now Certified System Administrator - issued on May 07/2021
- Service-Now Certified Application Developer – issued on April 04/2022
- Certified Implementation Specialist – ITSM – issued on May18/2022
- Certified Implementation Specialist – HRSD – issued on Sep27/2023

Highest Qualification

- B.E from Saveetha Engineering College, Anna University, Chennai, India.

Employment History

- Currently working at KPMG Global Services as a Consultant, Bangalore from Sep 2022 to present.
- Worked as Associate Consultant in Cognizant Technology Solutions India Private Ltd, Bangalore from Jan 2021 to Sep 2022
- Worked as a Sr Analyst in Capgemini Technology Services India Ltd, Chennai from April 2018 to Jan 2021.

Project Experience

Project: # 1

Client : KPMG(CEAC)
Duration: Sep 2022 to till date
Role : Sr Service Now Developer
Tools : ServiceNow

Responsibilities:

- Implemented CSM and ITSM module.
- Responsible for Integrating Service Now with third party tools and to pull the Member Firm related data from Sentinel.
- Experience in configurations of Service Portal setup.
- Experience in setting up Workspace.
- Experience in UI Builder and App Engine studio
- Good Knowledge in Integration Process both Rest and Soap.
- Experience in working with custom applications and code migration process via Application repository.
- Worked on Citizen development for custom applications.
- Worked on building Custom security with respect to member firm.
- Implemented Dynamic flow using Flow designer

Project: # 2

Client : EY Client Technology
Duration: Aug 2021 to till date
Role : Sr Service Now Developer
Tools : ServiceNow

Description: EY Client Technology is a Domain separated environment which provides services to Client. This includes Case, Incident, Problem, Change and Service Catalog application. The project phase involves purposing Service Now to client.

Responsibilities:

- Experience Implementing ServiceNow ITSM modules such as Service Catalog, Incident, Problem, Change and Customer Service Management
- Responsible for Integrating ServiceNow with third party tools and Domain separations for the external users to raise Cases/Incidents in SNOW.
- Experience in E-bonding integrations.
- Configuration of Email Notification and Alerts to notify users about specific activities in the system such as updates to Change and Problem requests. Experience in version upgrade activities.
- Responsible for access control, security, minor enhancements such as form or workflow editing, and UAT/Regression testing of any development.
- Responsible for maintaining and growing data held within ServiceNow such as our Client, Services to achieve the Domain separation for clients.
- Created Workflow activities and approvals. Implement new workflows that use a variety of activities to understand how records are generated from workflows.
- Develop and manage application code, user interface, and third-party integration components.
- Used data sources to migrate the data from excel sheets to ServiceNow through transform maps.
- Performs core configuration tasks including system policies, business rules and client scripts.
- Strong knowledge of the server-side scripting Business rules and Script Includes.
- Worked on Inbound Email actions. Worked on Email Notification, Email Templates and Email scripts.

Project #3:

Client : Mass Mutual,US
Domain : Insurance
Duration : Feb 2021 – July 2021
Role : Service Now Developer/Admin
Tools : Service Now.

Description: Mass Mutual is an insurance-based client. The project includes incident, problem, change, CMDB, Discovery, and Service Catalog application.

Responsibilities:

- Understanding the Requirements and Functional Specifications of the application.
- Developed Service Catalog items, Order guides, record producer, variables, variable sets, UI Policies, Data policies , UI Actions, ACL's, Client Scripts, script includes, Business Rules and transform maps

- Utilized Java Scripting to deliver solutions that automate business processes using UI Policy, Client Script, UI Action and Business Rules.
- Configured Service Level Agreements to define certain levels of service from both internal and external providers
- Configuring Access Control with the help of Scripting to restrict access to various applications and form fields.
- Managing client scripts, UI policies, UI actions and Data policies.
- Involved in support work to resolve Incident tickets to resolve the Customer issues and Requests tickets to fulfil customer needs.
- Involved in support work for Vulnerability module to maintain the CMDB.
- Manages data with Tables, the CMDB, Import Sets, and Update Sets.
- Exporting and importing data in XML files.

Project #4:

Client : Synchrony Financial bank, US
Domain : Financial
Duration : April 2019 – Jan 2021
Role : Service Now Developer
Tools : Service Now

Description: This project is built as a dedicated environment. The project includes incident, problem, change, CMDB, Helpdesk, On/Off- Boarding, Asset, Discovery, Event management and Service Catalog application. The project phase involves purposing Service Now to client.

Responsibilities:

- Primarily worked in ITSM modules. Followed agile process with Service-Now Start Now methodology and it involved sprint releases once in two weeks.
- Enhancing the ServiceNow functionality by customized JavaScript code to support the new business needs.
- Extensively worked in configuration of Client Scripts, Business rules, UI actions, UI policies, Workflows, Email Notifications, Email templates, Events and UI Pages to achieve client requirement
- Incorporating the coding standards and best practices in the implementation.
- Deployment checklist and test case document preparation.
- Was extensively involved in implementation of enhancements and ITSM Stories, fixing up defects, processing RITMs and working on incidents.
- Was involved in monitoring performance of the instance and analysis of root cause for performance lags and implementation of best practices for avoiding performance issues.

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Place : Bangalore
Name : Thyagaraj K

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