### **PROFESSIONAL SUMMARY**

Dedicated and detail-oriented ServiceNow Administrator and Developer with around **3 years of hands-on practice and platform exposure** using the ServiceNow developer instance. Familiar with ITSM modules such as Incident, Problem, and Change Management. Experienced in working with catalog items, basic scripting, and workflow setups. Possesses strong communication skills, eagerness to learn, and the ability to work collaboratively in a team environment. Seeking an opportunity to work on real-time ServiceNow projects and contribute effectively.

### **SKILLS OVERVIEW**

* ITSM Modules: Incident Management, Change Management, Problem Management
* Catalog Items and Record Producer setup
* Basic Client Scripts, UI Policies
* Simple workflows using Flow Designer
* User and Role Management
* Email Notifications configuration
* Update Sets and Form Customization
* Tools Used: ServiceNow Developer Instance, MS Excel, Google Sheets

### **PROFESSIONAL EXPERIENCE**

**Role: ServiceNow Admin & Developer (Self Practice / Hands-on Training)  
Duration: Jan 2021 – Present  
Location: Hyderabad (Remote Practice)**

**Responsibilities:**

* Practiced real-time ITSM processes by creating and managing **Incident, Change, and Problem tickets** using the ServiceNow developer instance. Simulated end-to-end ticket life cycles to understand the workflows and SLA tracking.
* Designed and configured **Service Catalog items** and **Record Producers** for common service requests like hardware/software requisitions. Added relevant fields and applied validations for form accuracy.
* Developed simple **Client Scripts** and **UI Policies** to make forms interactive and user-friendly. Used scripts to show/hide fields, make them mandatory, and add custom validations.
* Worked on **Flow Designer** to create basic approval flows for change requests and service catalog submissions. Implemented conditions to auto-route approvals based on assignment groups or request types.
* Configured **email notifications** to trigger on ticket updates, approvals, and SLA breaches. Practiced both system-defined and custom notifications.
* Performed **user creation**, assigned appropriate **roles and groups**, and tested access restrictions using **Access Control Rules (ACLs)**.
* Learned to use **Update Sets** for capturing changes and migrating configurations between instances. Maintained version control and rollback planning.
* Generated basic **reports and dashboards** to visualize incident volume, pending tasks, and SLA status for simulated scenarios.
* Applied form-level customizations using drag-and-drop tools and layout adjustments to improve usability.

### **MINI PROJECTS**

**1. IT Help Desk Ticketing Simulation**  
Designed and built a basic IT Help Desk application using the ServiceNow Developer Instance to simulate real-world ticketing operations. Implemented modules such as **Incident Management** and **Change Management** to track issues and change requests from initiation to resolution. Configured essential SLA definitions to monitor ticket response and resolution time. Set up **assignment rules** to route tickets automatically to the correct support groups based on issue type and priority. Practiced end-to-end ticket life cycle management including state transitions, escalations, and closure validations. Developed simple reports to analyze ticket status and response trends.

**2. Laptop Request Form via Service Catalog**  
Created a functional **Service Catalog item** to enable employees to submit laptop requests through a user-friendly interface. Configured variables such as laptop type, urgency, justification, and delivery location. Linked the form to a **Record Producer** and built a **Flow Designer-based approval workflow** to route requests to the reporting manager for approval. Implemented **email notifications** for submission acknowledgment and approval/rejection updates. Used form layout customization and UI policies to make the catalog intuitive and interactive. This project helped in understanding the fundamentals of request management and automation of service delivery.

### **SOFT SKILLS**

* Strong communication and willingness to learn
* Team player with a positive and focused mindset
* Responsible and task-oriented
* Good at documenting and following processes

### **PERSONAL DETAILS**

* **Date of Birth:** 11-Aug-2000
* **Father’s Name:** Kamsani Chandrashekar
* **Marital Status:** Unmarried
* **Languages Known:** English, Telugu
* **Willing to Relocate:** Yes

### **DECLARATION**

I hereby declare that the information provided above is true to the best of my knowledge and belief. I am excited to contribute my ServiceNow skills to a professional work environment and continue growing in the platform.

**Date:**  
**Place:** Boyagudem  
**Signature:** (K. Shivaram)