**Lakhwinder Singh**

**Senior ServiceNow Developer**

**Summary**

* 8+ Years of strong IT experience in Software Design, Development, Analysis, Testing and Implementation.
* 5+ years of experience in ServiceNow platform as both Developer and Administrator.
* Hands on experience in all stages of Software Development Life Cycle (SDLC).
* Good Knowledge and working experience on Multi-Tier Architectures and Design using client-server and Web Technologies.
* Configured Applications using Service-Now tool used in ITIL Management.
* Good knowledge on Java, JavaScript, AJAX, HTML, CSS, XML, Angular JS.
* Configured LDAP Server, for pulling user and group data from Active Directory.
* Expertise in exporting CMDB data, load data with the help of transform map and transform script.
* Design and engineer solutions leveraging all appropriate components offered by Service-Now to answer the needs for business workflows, ticketing or other ITSM requirements.
* Extensive experience on integrating ServiceNow with 3rd party tools and implementation of SOAP and REST API communication in and around ServiceNow.
* Configuration and customization of Help Desk, Change/Incident/Problem/asset Management Modules including: Business Rules, Client Scripts, Dictionary Overrides, UI Policies and UI Actions based on user requirements.
* Design, development, distribution of custom client-server, WEB services and SOAP solutions.
* Good experience in ITOM (Orchestration, Discovery).
* Hands on experience in Requirement Analysis, High-level design using design patterns and Object oriented programming and OOAD concepts.
* Experience in using Core Java, J2EE, Spring, HIBERNATE, Web Services, JPA, SOAP, REST, Servlet, JSP, JNDI, JDBC, JMS, JTS, XML, HTML, Java Script , JSON.
* Experience in working on java-programming tools like Intellij, Eclipse, Net Beans, Maven, Ant , SVN and Gradle.
* Expertise in distributed and web environments focused in Java technologies like Collections, Multi Threading, IO, Exception Handling and memory management.
* Strong experience in designing and working with MySQL and Oracle
* Good knowledge on SQL .
* Experience using J2EEDesign Patterns like DAO, DTO, MVC, SINGLETON and Factory Pattern for reusing most efficient and effective strategies for new development.
* Versatile team player with excellent analytical, communication and inter personal skills.

**Certification**

* Certified ServiceNow Developer

**Technical Skills**

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| Operating Systems | * UNIX/LINUX, Windows 2008/2012 |
| Database | * Oracle, MySQL, SQL Server, DB2 |
| Project Methodologies | * SDLC, Waterfall, Agile – scrum |
| Servers | * Apache Tomcat |
| Tools | * SVN, ANT, MAVEN, GRADLE |
| Java/J2EE Technologies | * Servlets, JSP, JDBC, MVC, JPA, Hibernate, Spring |
| WEB Technologies | * XML, HTML, Java Script, ,CSS, SOAP, REST, JSON, JUNIT,HTTP |

**Experience**

**Senior ServiceNow Developer,** *Deloitte, Arlington, VA* **Aug’17 – Present**

Responsibilities:

* Created various front-end forms, and associated Client Scripts, UI policies.
* Designed Workflows for multiple service catalog forms.
* Good knowledge of the server-side scripting Business rules and Script Includes.
* Implemented ServiceNow ITSM applications using ITIL V3 services best practice processes, methods, testing, and training projects for multiple, diverse organizations.
* Configuration and customization of Custom Applications.
* Configuration and customization of Planned Maintenance application and used Wizards to provide efficient user view as per the requirements.
* Worked on development of vendor registration form to provide access to vendors to register their company for buying or selling products in a scoped application.
* Performed the task of using Discovery to load configuration information to CMDB.
* Responsible for the implementation of ServiceNow ITSM suite, Discovery, CMDB, Event Management, Service Watch/Service Mapping.
* Worked on Service Mapping to define business services, troubleshoot the discovery and mapping process as well as create new discovery patterns.
* Deployed ServiceNow MID servers and developed PowerShell scripts to build ServiceNow Orchestration activities.
* Wrote Classifiers and Identifiers to direct the discovery tool to gather the information of the configuration items with no error.
* Worked on creating dashboards and reports.
* Planning and coordinating the execution of Implementation along with Technical/Business validations post every Maintenance/Major release in ServiceNow.
* Implementation of Software and Demand Management, Service Now Demand Management.
* Manage ITIL Processes monitoring overall system performance using the System Performance and System Diagnostic dashboards.
* Technical implementation of various ServiceNow modules such as Demand Management, Incident Management, Problem Management, Service Catalog, Configuration Management.
* Actively involved in daily Scrum meetings.

Environment: JIRA, ServiceNow, Microsoft SQL Server Reporting Services, HTML, CSS, JavaScript, Jenkins, Ajax, Angular JS, MySql,Log4j, SOAP, XML, Oracle 11g, SQL Server, Agile/Scrum, Windows & Linux.

**ServiceNow Developer,** *Lockheed Martin, Rockville, MD* **Nov'15-Aug'17**

Responsibilities:

* Involved in all phases of Software Development Lifecycle including Requirements gathering, Design & Analysis of the Customer Specifications, Development and Customization of the Application.
* Worked on Workflow administration, SNOW Reporting, Form/UI configurations, Notifications, data imports, custom scripting.
* Maintained service level agreement (SLA) and monitoring SLA workflow. Set up the SLA for the incident, problem, change management processes as per the requirement.
* Created various front-end forms, and associated Client Scripts, UI policies, including advanced customizations that require modification of UI Pages/Macros.
* Designed and configured the Incident, Problem and Change Management applications supporting ITIL and business processes.
* Implemented CMDB Bi-directional Web Services Integration.
* Participating in meeting with SME's and Project Managers to analyze the requirements and developing the workflow design of request items using Agile Methodologies.
* Implementation of changes to improve automation and efficiencies in ServiceNow.
* Integrating ServiceNow with other systems and customization.
* Managed all Change Management Information (ServiceNow).
* Manage ITIL Processes monitoring overall system performance using the System Performance and System Diagnostic dashboards.
* Implementation of Software and Change Management, ServiceNow Change Management
* Managed all Change Management Information (ServiceNow).
* Worked on Reconciliation application, created recon scheduled jobs, import jobs to get the unique recon IDs for the CMDB data based on datasets.
* Technical implementation of various ServiceNow modules such as Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management.
* That was an application from scratch which replaces the legacy application.
* Took the leadership in developing the Domain modelling and Service layer for the application.
* Application designed and developed using Java Core, J2EE, JMS, JavaScript, HTML, Spring MVC, Hibernate, Spring Integration, RESTful Services.
* Used point-to-point JMS Queues. Involved in integrating web components with different queue based messaging services.
* Built data access layer using annotations to define entities, relationships and named queries.
* Implemented persistence layer using Hibernate.
* Developing the various web modules using Spring IOC, Spring Core and Spring Batch as required.
* Used Hibernate to interact with the Database and MySQL to fetch the data.
* Manage the code changes in the project by using TFS tool and used GRADLE to build the web application.
* Develop JUNIT test cases, to test each class as part of unit testing.

Environment: Java 1.7,ServiceNow, Spring Framework, Kanban, GRADLE, Hibernate, Data Structures and Collections, Apache Tomcat, XML, Rest, Junit, JavaScript, HTML SQL, JMS, Intellij, MySql,Log4j, SpringMVC, Singleton Design Pattern, DAO, DTO and Factory.

**JAVA/J2EE Developer,** *Booz Allen Hamilton, Arlington,VA* **Sep'13- Oct '15**

Responsibilities:

* Participated in the Analysis, Design, Coding, modification and implementation of user requirements.
* Developed UML diagrams like Use Case Diagrams, Class Diagrams and Sequence Diagrams to represent the detailed design phase.
* Developed Servlets to handle the user requests.
* The Application is designed using J2EE technologies based on MVC architecture.
* Implemented Service tier and Data access tier using Spring and Hibernate.
* Developed various Test cases for Unit-Testing the code using JUNIT.
* Created several JSP's and populated them with data from databases using JDBC.
* Designed and worked with Oracle database.
* Developed server side functionality for Admin Interface features (adding a User, Modifying the User Details, Assigning Roles, Modifying Roles etc).
* Used J2EE Singleton design pattern.
* Worked on UI Pages using XHTML, HTML and JavaScript frameworks.
* Developed Session Beans to process requests from the user interface
* Developed DAO classes to perform the CRUD operations.
* Developed complex SQL queries to insert, update and used JDBC to invoke Stored Procedures
* Used GIT for version control.
* Manage the code changes in the project by using GIT tool and used MAVEN to build the web application.
* Used Log4J to capture the log that includes run time exceptions.
* Collaborated with the Testing team to fix defects found during integration and system testing.

Environment: Java 1.6, ServiceNow, Servlet, Spring, Hibernate, collections, Spring MVC, Spring IOC ,SQL, JSP, JUnit, Maven, JavaScript, XML, REST, JSON, Servlets, JSP, JDBC, core java, JavaScript,Oracle, HTML, LINUX, Eclipse , Apache Tomcat.

**Education**

* Bachelor of Technology - Punjab Technical University, Punjab, India(2011)
* AWS architect solutions-Professional