**SRI VALLI NANDIPATI**

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I am a dedicated ServiceNow RiseUp NextGen Extern with foundational training in ServiceNow development and an extensive background in IT Service Management (ITSM) methodologies. I am driven by a deep-rooted passion for harnessing the transformative potential of the ServiceNow platform to optimize organizational workflows and address complex technological challenges. With a commitment to continuous learning and growth, I am eager to contribute to innovative projects and deliver impactful solutions within the dynamic realm of ServiceNow development. I am actively seeking an opportunity to launch my career and make a meaningful impact as a ServiceNow developer.

## **Education Details:**

* Post-graduation on Masters of Computer Applications (MCA) in Don Bosco PG College, Nagarjuna University, Guntur(2002-2005)
* Graduation on Bachler of Science in computers (BSc-computers) in JKC College, Nagarjuna University ,Guntur(1999-2002)

## **Certifications:**

* **NextGen10-week**
* **Micro-Certification - Flow Designer**
* **Micro-Certification - Welcome to ServiceNow**
* **Salesforce Certified Administrator (ADM 201)**( Credential ID 22976951).
* **Salesforce Certified Advanced Administrator** (Credential ID 2751162).
* **Salesforce Certified Platform Developer – I (DEV 401)**( Credential ID 2225093).
* **Salesforce Certified App builder** (Credential ID 23034212)

## **TECHNICAL SKILLS**

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| **ServiceNow Technologies** | App Engine Studio, Service Portal, ITSM, Flow Designer, Knowledge Management, Scrum, Update Sets/Source Control, Catalog Management, JavaScript, System Administration, Reports and Dashboard, UI Policies/Actions, Business Rules, Client Script, Script Includes. |
| **Salesforce Technologies** | SalesForce.com, Force.com, Apex Classes/Controllers, Apex Triggers, Batch Apex, SOQL, SOSL, Visual Force Pages/ Components, Lightning Web Components, Flows, Workflows, Process Builder and Approval process, Reports and Dashboard. |
| **Languages** | Apex, SOQL, SOSL |
| **Web Technologies** | HTML, CSS, LWC, XML |
| **Methodologies** | Agile, Waterfall. |

## **Experience SUMMARY**

**LibTrack (Online Library Information System)**

* Developed a comprehensive library information system using **ServiceNow**.
* Implemented **IT Service Management (ITSM)** workflows for issue resolution and request handling.
* Designed and customized the **Service Portal** for user-friendly library interaction.
* Utilized **Catalog Management** to manage book and resource requests.
* Leveraged **Scripting in ServiceNow** to automate processes and enhance functionality.
* Integrated **Knowledge Management** to centralize library documentation and FAQs.
* Followed **ITSM Implementation** best practices to ensure scalability and maintainability.

**Loaner Vehicle Request and Inventory Management**

* Developed a custom scoped application and designed a service portal enabling end users to request loaner vehicles via the Service Catalog, saving up to 5 hours of travel and wait time.
* Automated manual processes by customizing UI Action with JavaScript, reducing time to check inventory by 20%.
* Reduced data inconsistencies by 50% through importing vehicle inventory data.
* Streamlined data entry by conjuring elds to auto-populate based on data selections using client scripts and script includes.
* Troubleshooted and debugged issues related to business rules created to update data between related tables

**ServiceNow NextGen Extern (Oct 2024-Dec 2024)**

* Demonstrated prociency of knowledge of the ServiceNow platform and products via instructor-led and on-demand coursework, case studies, and projects during a 10-week interactive reskilling program.
* Conceptualized and congured custom applications within multiple ServiceNow instances using form conguration, scripting, Service Catalog conguration, Web Services, Homepage, Dashboard, and Service Portal
* Developed an application that decreases the response time of customer feedback. Tool also served to increase customer satisfaction ratings over time.
* Managed team project using Agile framework to create project plan, dene roles, and determine tracking metrics to ensure a cross-functional understanding amongst project members.

**Salesforce Developer (Apprenticeship) Oct 2021 - Dec2023** ·

Key Projects:  
•Automated Sales Cloud processes using Process Builder.  
•Designed Service Cloud case management workflows.  
•Built Lightning App pages and dashboards for data visualization.

Projects (Hands-On Experience)  
Even if they are Trailhead-based, showcase your practical experience:

* Salesforce Customization Project.
* Configured lead conversion paths and opportunity tracking for a simulated Sales Cloud process.
* Created custom objects, validation rules, and page layouts.
* Service Cloud Case Automation
* Set up Email-to-Case and automated assignment rules.
* Designed reports to monitor case resolution times.

## **Achievements**

1. Training and Education  
   •Completed Salesforce Administrator and Developer courses.  
   •Hands-on practice with small modules on Salesforce platform features.
2. Trailhead Achievements  
   •Trailhead Status: Salesforce Trailhead Ranger  
   •Badges Earned: Over 145 badges and 17 Trails completed, including modules on Sales Cloud, Service Cloud, and Lightning Experience.