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**Megha Burla**

**Role:** ServiceNow Administrator/Developer

**Email:** [meghadub11@gmail.com](mailto:meghadub11@gmail.com)

**Contact:** 7385913900

**Skills:**

- ServiceNow Administration
- ServiceNow Development
- ServiceNow Integration
- IT Service Management

**Primary Skills:**

- ITSM
- ATF
- Integration

**Micro-Certification**

- Agile Development 2.0
- Automated Test Framework

**Summary:**

- 2.5 years of relevant experience in ServiceNow Development and 2 years of experience in BDE so Overall experience is 4.5 years.
- Currently working with Dxsherpa Technologies PVT. LTD. Banner, Pune.
- CSA Certified.
- Industry working on ServiceNow.
- Participated in requirements gathering Workshop.
- Ability to understand functional needs and how systems can support those needs.
- Worked on ITSM modules Incident, Problem and Change Management.
- Worked on Integration with third party application.
- Worked on foundation data like Users, Groups, and Roles.
- Experience in Knowledge Base and Service Catalog.
- Worked on UI policies, Workflows, Background script, ACLs, SLAs, Notifications and Service catalog.
- Experience working on Update set, Import set, Transform map.
- Has good understanding on Integration hub and flow designer.
- Experience in development of client side and server side scripts like Business Rules, UI actions, UI Policy, Client Scripts.
- Have good experience of using the automated test framework and the test management tool for testing the application.
- Experience in working with Agile methodology.

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- Good knowledge on CURD operations and web-service.
  - Has Knowledge on App Engine Studio and CSM.

### **Projects:**

#### **Project 1:**

**Title:** ServiceNow Development

**Technologies used:** ITSM

**Description:**

In this project working on Service Catalog creation and update the existing. Modification on Change and Problem form.

**Roles and Responsibilities:**

- Working up on requirement gathering.
- Created multiple Flow Designers for Service Catalog.
- Installed Plugging for new Language.
- Created Hi-Ticket to resolve issue.
- Added missing Mapping in ETL.
- Add and Remove roles for particular module.
- Deployed Stories to Production.

#### **Project 2:**

**Title:** ServiceNow Development and Integration

**Technologies used:** CMDB and Remedy Force

**Description:**

The integration project complete migration of Remedy for data to Servicenow.

**Roles and Responsibilities:**

- Worked on Mapping of Remedy force data with Servicenow.
- Crated Data sources, Connection and Credential, and flow Actions.
- Did the mapping of Tables and field by using ETL.

#### **Project 3:**

**Title:** ITSM (Regulatory Project)

**Technologies used:** ITSM

**Description:**

The regulatory project revolves around Incident, Problem, Change module automation. End user manual intervention upon the Incident, Problem, Change form was reduced via different automations. The project was long and was delivered with no defects on the day of its release. The project was also audited by the regulatory body of the country.

**Roles and Responsibilities:**

- Did the development along with end-to-end testing of the project via automated test framework.

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- If a critical incident is not looked upon by the concerned person for a long time, immediately the incident was escalated to the higher authorities to take the appropriate action.
  - Made sure that the stories / tasks assigned followed the regulatory body norms.
  - Since the project was long, I ensured to take care of the entire project's update sets and their sequencing.
  - Update set's sequencing was maintained before cloning activity.
  - Deployed entire projects update sets back to non-prod environment post cloning activities along with their correct sequencing.
  - Followed agile methodology to ensure timely delivery of the project.
  - Provided hyper care support for about a month or two after deployment of the project.

#### **Project 4:**

**Title:** Global Event Calendar Project

**Technologies used:** ITSM

**Description:** The project is about managing business events, tasks, meetings in ServiceNow. Previously the business events, meetings etc. were managed via SharePoint but later on the requirement was there to move the event planning from SharePoint into ServiceNow. To satisfy this requirement a project from scratch was developed in ServiceNow which would manage the entire business events planning life cycle

#### **Roles and Responsibilities:**

- Gathered the requirements from the product owners about the entire project and created end to end project flow.
- Changed the complete layout of form, created Process Flow.
- Created new M2M table to fulfill requirement.
- Events with conflicting dates were efficiently managed by sending timely reminders to the event requesters and owners about their conflicting events.
- Created scheduled jobs which would trigger notifications to the event requester about validating their events and make sure the entered events follow the event management flow.
- Created notifications which would follow the company standards.
- Resolved issues by providing proper investigation as a part of support activity.
- Tested all assigned jiras in ATF.

#### **Project 5:**

**Title:** ServiceNow Development and Integration

**Technologies used:** ITSM and Jira

**Description:** The Aim of this project is to perform integration activities in ServiceNow as per the requirement.

#### **Roles and Responsibilities:**

- Customization of forms, fields and tables as per the requirement.

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- Worked on UI policies, UI actions, client scripts to make user interface effectively.
  - Worked with different types of business rule.
  - Worked on Service Catalog, variables and variable set.
  - Created ACLs, Roles and Groups as per the requirement.
  - Worked on Import sets and Transform maps.
  - Worked on update sets to move changes from source instance to destination instance.
  - Created workflows for catalog items.
  - Integrated ServiceNow with JIRA tool.
  - Uni-Directional Integration from ServiceNow to JIRA.
  - Good knowledge on SOAP and REST API.
  - Created Business Rule.
  - Good Knowledge about Status Codes.

**Education Details:**

Education – Bachelor Of Engineering In 2016.

**Declaration:**

I hereby declare that the information stated above is trusted to my knowledge. I also know that if any discrepancies are found in the same, further action may be initiated.

**Date:** / /

Signature  
Megha Burla