Meenaloshini Dhamotharan

Phone: +91 8940347973   **Mail id: meenaloshinimay5@gmail.com**

Professional Summary

Highly Motivated, Good direct work experience from **Client location, Mexico**, with over 4.4 years of IT experience and 4.4 years of relevant ServiceNow experience. Having knowledge on ITSM modules, Service Catalogs, UI Policies, Client Scripts, Transform maps, Flow designer, Workflows, Schedule Jobs, Reports and Dashboards.

Work Experience

HCL Technologies Limited, Chennai – Software Engineer: July 2019 – Mar 2022
HCL Technologies Limited, Mexico – Software Engineer: Mar 2022– Feb 2023
HCL Technologies Limited, Chennai – Senior Software Engineer: Feb 2023 – Till date

- Overall, 4.2 years of experience in ServiceNow as a ServiceNow Admin & Developer with Service Catalog, Flow designer, Workflow, Customized Application and Administration.
- Experience in Implementing ITSM Modules (Incident Management, Case Management, Change Management, Problem Management, and Service Request Management) using ServiceNow.
- Having Knowledge on developing **Service Catalogs** from Scratch.
- Experience in working with **UI Policies, Data Policies, Client Scripts, Business Rules, UI Actions, Script Includes, and Schedule Jobs, UI Scripts, Dictionary overriding, Flow designer and Workflows**.
- Good experience on customizing and designing **Email Notifications** using templates, email scriptsand trigger notifications using the **Events**.
- Experience in **SLAs and ACLs** creation.
- Having knowledge on the ServiceNow **Integration**.
- Created Data sources to get the user information from third party databases and updated into ServiceNow user tables.
- Using SCRUM / Agile stories methodologies complete development based on sprint / product backlogs, formulate functional testing approach, test cases and document them, Support User Acceptance Tests and deploy code into Production in defined releases.

Certificates

- ServiceNow System Administrator Certified

Technical Skills

- Tool   : ServiceNow
- Programming Language: JavaScript, HTML, CSS
- Operating System   : Windows

Educational Details

Degree	University/ Board	Year of Passing	Percentage
B.E(ECE)	M. Kumarasamy College of Engineering, Karur	2019	8.519CGPA
H.S.C	Gandhi Metric &Higher Secondary School	2015	93.6%
S.S.L.C	Gandhi Metric &Higher Secondary School	2013	96.6%

Project Details

Project#1

Client   : United Service Automation Association(USAA)
Role   : ServiceNow Developer/Administrator
Duration   : July 2019 – Till date

Responsibilities:

- Experience on implementing end-to-end Service Catalog creation.
- Worked on Flow Designer and Workflows for back-end automation based on client requirements.
- Created custom application and custom table for service catalog based on the client requirement.
- Implement Service-Now customization through Client Scripts, UI policies, UI Actions, Script Includes, Business rules, data imports, exports, and Reports.
- Experience in getting approval of Change Request and involving Production deployment and do the validation in Production.
- Design and engineer solutions leveraging all appropriate components offered by ServiceNow to answer the needs for business workflows, ticketing or other ITSM requirements.
- Having Experience in loading the data through Data Sources, Import Sets and TransformMaps.
- Created groups, roles, and security groups to access certain functionalities and customized home page.
- Experience in creating various reports and scheduling as well.
- Implemented the Dashboards and Widgets through ServiceNow Performance Analytics.
- Developed the Script Includes and Client Scripts through GlideAjax for Data retrieval from Server and DateValidation on Catalog Form.
- Handling Ticket assignments to our Team.
- Involved in Production Deployments.
- Worked with transform maps and data sources for data loads and management.
- Working with schedule jobs, events, and triggers to manage business needs and handle background work.
- Created Reports and scheduler process to send report to management about incidents, problems andapplication diagnosis report-based control and alert messages using Email Notification.
- Experience with implementing configurable SLA management.

- Experience with implementing ACLs for field level and table level security.
- Experience on the ServiceNow **Integration**.
- Involved in requirement gathering, analysis, and designing phases.
- Involved in Implementation, Customization and Maintenance of ITIL Applications such as Incident, Change,Problem, Knowledge, Service Catalog in Service Now.
- Involved in redesigning the Flow designer/workflows using ServiceNow workflow editor also involved in reconciliation of Involved in requirement gathering, analysis, and designing phases.
- Resolving typical User's access and roles issues by checking active directory and user's table.
- Creating database views to pull the reports on variables which are being used by catalog items.
- Interaction with Client on Daily Scrum calls for handing Stories and Sprint Planning and Sprint Retrospective Calls.

Declaration:

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

(Meenaloshini Dhamotharan)