

Name: M Jaya Vara Prasad

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Seeking challenging assignments in Software Development with an organization of high repute in the IT Sector.

Profile Snapshot:

- A qualified Software Professional offering around 2 years of experience in the ServiceNow Application Development.
- Eager to contribute in a team-oriented environment having inner desire to gel in cohesive team and work for business growth.
- Skilled in handling client communication and team management.
- Resolving the Issues, providing permanent fix for bugs faced by the end users.
- Daily/weekly calls with client, Gathering/Documenting requirement from client, providing the estimate, level of efforts based on the requirements.

Professional Affiliation:

- November 2020 – Till date: Working in **NetApp, Bangalore**

Technical Expertise:

Operating Systems :Windows

Tools :Service Now

Languages : JavaScript, ServiceNow, HTML, CSS, SOAP, JSON

Academic Details:

- MBA passed with **6.7 CGP** from Lovely Professional University in **2021**
- **B tech** passed with **6.5 CGP** from Lovely Professional University in **2019**
- **Inter (MPC)** passed with **72%** from Sri Chaitanya in **2016**
- **SSC** passed with **80%** from Sri Prakash Vidya Niketan in **2014**

Projects Handled:

Project 1 : ServiceNow (Services Tracer)

Description:

Worked as Service Now Developer and System Administrator. Handled various Deployment activities. Worked on all ITSM modules. Created catalog item to fulfil different criteria and requirements. It also includes scripting, workflow creation development. Also worked on UI policies, Transform map etc. Most of the requirements are coming through service request and its depends on enhancements like workflow changes, catalog creation and changing the script.

Roles and Responsibilities:

- Creating Users, Groups, Roles, Customization of Tables, CI Class table and CI.
- Experience on enhancements, updates, and programming changes for portions and subsystems of systems software, including operating systems, compilers, networking, utilities, databases, and Internet-related tool.

- Analyzes design and determines coding, programming, and integration activities required based on specific objectives and established project guidelines
- Executes and writes portions of testing plans, protocols, and documentation for assigned portion of application; identifies and debugs issues with code and suggests changes or improvements.
- Experience on participates as a member of project team of other software systems engineers and internal and outsourced development partners to develop reliable, cost effective and high quality solutions for assigned systems portion or subsystem.
- Experience on Service Catalog, Catalog items, Order Guides, Record Producers, Workflows and Transform Maps.
- Experience on Technical implementation of various ServiceNow modules such as Incident Management, Problem Management, Change Management and Knowledge Management
- Attended the service now advance system admin and scripting training.
- Develop necessary development documentation as needed e.g., technical design, developer notes, knowledge articles etc.
- Some out of the box changes for incident, problem, and change modules.
- Experience in managing process, technology and IT service management solutions, ITIL processes, customizing and configuration of ITSM tools.
- Managing client scripts, UI policies, UI actions, Script include and Data policies.
- Generating and Scheduling Reports in Service Now for users with different roles.
- Comfortable with ServiceNow Scripting and implementation.
- Expertise in developing Client-side Scripts, Server-side Scripts, Business Rules, UI policies, UI actions and Script Includes.
- Experience on Email Notifications, Scheduled Jobs, Inbound Email Actions and Templates. Experience in using Glide Scripting for UI Actions and Business Rules.
- Experience on SLA in the organization, creating Reports and ACLs.
- Experience in creating and maintaining Access Control Rules for securing and providing the right access to right person/role.
- Experience on Knowledge of Inbound/Outbound Email Notifications and Import Sets, Update Sets, REST/SOAP Integrations, Inbound/Outbound Integrations.
- Collaborates and communicates with internal and outsourced development partners regarding software systems design status, project progress, and issue resolution.

PERSONAL INFORMATION:

Date Of Birth:	25 th March 1999
Address:	Dr.no.1-184, Near Main Road, N. Chamavaram, Tuni Madalam, East Godavari Pincode:533401.
Languages Known:	Telugu, English, Hindi

Enter Your Name
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