

Matlapudi Thrinadh

Mail ID: matlapudithrinadh@gmail.com Mobile No:9666146755 **Summary**

- About **5+** years experience in Service now platform as both Developer and Administration/ Implementation
- Involved in managing system configurations, gathering and documenting user and process requirements, developing workflow customizations, and performing quality assurance testing, user acceptance testing.
- Hands on experience in the IT industry involved in providing ITIL and IT Service Management Solutions in IT Infrastructure with expertise in the Servicenow ITSM suite. □ Experience in Servicenow Development, Admin and Testing skills. Experience in CSM Models . ITOM Models
- Specialized in the technical implementation of Service Catalog, Change Management, Incident Management, Problem Management and Reporting. □ Excellent team member with a strong ability to lead and balance project workload.
- I have worked on Implementation of incident management, problem management, change and Release management and service catalogs
- Resolving issue with the ongoing Production improvement cycle.
- Strong analytical, technical, Research, general business and functional skills.
- Experience in designing, developing, Configure, customizing & administrating ITSM suite of applications.
 - In-depth knowledge of the technical implementation of Change Management, Incident Management, Problem Management, Reporting, Service Catalog and knowledge on Configuration Management.

- Working with functional requirements within Servicenow for CSM , Request Management, Incident, Problem, Knowledge, Change, Web services, interfaces etc.
- Facilitating rollout of new applications and modules.
- Design and implement new functionality using Business Rules, Client Scripts, UI Policies, Script Includes, and Access Control Lists.
- Service Catalog and Request Workflow Design and Configuration.
- Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
- Designed Complex workflows for the Change management based on client requirements.
- Experience working with email notifications, inbound actions, reports, gauges, and home pages.
- Hands on Experience on creation of catalog items, wizards, record producers, interceptors, user guide.
- Worked with transform maps, data sources and different transform scripts for data loads and management from third party applications.
- Having experience with schedule jobs, events and triggers to manage business needs and handle background work.

PROFESSIONAL EXPERIENCE

- Wipro from August 2018

HANDS ON EXPERIENCE

Project Synopsis :

Project: #1 : Century Link

Client : Century Link

Environment : Servicenow

Duration : JAN 2019 to Jan 2020

Role : Servicenow Admin & Implementation

Description:

CVS Health is an American healthcare company that owns CVS Pharmacy, a retail pharmacy chain, CVS Caremark, a pharmacy benefits manager, Aetna, a health insurance provider, among many other brands. CVS Health around a common goal of becoming the most consumer-centric health company. We're evolving based on changing consumer needs and meeting people where they are, whether that's in the community at one of our nearly 10,000 local touchpoints, in the home, or in the palm of their hand.

Responsibilities:

- ☐ Designed different Catalog items and Record producers.
- ☐ Working on Service Now tool.
- ☐ Working on Service Catalog Items.
- ☐ Customizations to the Catalog Items.
- ☐ Customized UI Policies, UI Action
- ☐ Working on Client scripts, Catalog UI Policies.
- ☐ Worked with Service Level Agreement (SLA).
- ☐ Creating and Customized all the Notifications.
- ☐ Worked on Inbound Action scripts.
- ☐ Regular interaction with client for requirements clarification and for Application.
- ☐ Moving of update set from instance to instance.
- ☐ Designed different Workflows for Catalog items.
- ☐ Working on Forms, Form Layouts, related lists of Service Now.
- ☐ Provide Table level and Field level security by Access Control List (ACL).
- ☐ Working on Access Controls, Service Level Agreements, Surveys and part of reporting.

Project: #2 : DgSecure

Client : DgSecure

Environment : Servicenow(ITSM)

Duration : Feb 2020 to NOV 2021

Role : Servicenow Developer & Administration

Description:

Dataguise DgSecure delivers the most precise data-centric governance solution that detects audits, protects, and monitors sensitive data assets in real time wherever they live and move across the enterprise and in the cloud.

Responsibilities:

- ☐ Has worked in Incident Management, Problem Management, Change Management, Document Management, Service Management and Release Management. ☐ Working on Service Now tool.
- ☐ Customized UI Policies, UI Action.
- ☐ Working on Client scripts, Catalog UI Policies.
- ☐ Worked with Service Level Agreement (SLA).
- ☐ Created and customized all the Notifications.
- ☐ Worked on Inbound Action scripts.
- ☐ Regular interaction with client for requirements clarification.
- ☐ Moving of update set from instance to instance.
- ☐ Working on Service Catalog Items, Content Items.
- ☐ Importing data into service-now by using import set.
- ☐ Used ACL for controlling security mechanism in service-now.
- ☐ Worked on incident Management, Problem Management, Change Management. ☐ Worked with Service Level Agreement (SLA).

Project: #3 : Ascension

Client : Ascension

Environment : Servicenow(CSM)

Duration : Nov 2021 to Till Date

Role : Servicenow Developer & Administration

Description:

Ascension is a faith-based healthcare organization dedicated to transformation through innovation across the continuum of care. As the largest non-profit health system in the U.S. and the world's largest Catholic health system, Ascension is committed to delivering compassionate, personalized care to all, with special attention to persons living in poverty and those most vulnerable

Responsibilities:

- ☐ Working on Service Now tool.
- ☐ Working on CSM Models
- ☐ Working on Service Catalog Items.
- ☐ Working on HRSD Module
- ☐ Created HR services and worked on HR agent workspace
- ☐ Customizations to the Catalog Items.
- ☐ Customized UI Policies, UI Action
- ☐ Worked with Service Level Agreement (SLA).
- ☐ Creating and Customized all the Notifications.
- ☐ Working on Client scripts, Catalog UI Policies.
- ☐ Worked on Inbound Action scripts.
- ☐ Regular interaction with client for requirements clarification and for Application.
- ☐ Moving of update set from instance to instance.
- ☐ Designed different Workflows for Catalog items.
- ☐ Working on Forms, Form Layouts, related lists of Service Now.
- ☐ Provide Table level and Field level security by Access Control List (ACL).