

**Summary:**

Around 5 Years of extensive IT experience in all the SDLC phases including requirement analysis, design, development, testing and implementation of web centric, object oriented, Intranet/Internet enterprise applications and on IT Infrastructure Library using Service Now platforms in Health Care, implementing ITOM and ITSM modules, ITSM/ITIL experience as a Service Now developer, AngularJS, Service Portal, CMDB, AngularJS, ITIL, HP Service Manager and JavaScript Financial and Banking related applications. Seven years of experience as a Service Now Administrator/Developer in Designing, Configuring, Administering, Scripting, Customization, Deployment, and Integration of the Service Now ITSM platform.

- Demonstrated expertise in troubleshooting Discovery, MID Server, and integration challenges, alongside developing custom solutions for robust platform-to-application mapping using patterns, server/client-side scripting, and business rules. Skilled in protocols including HTTP, JDBC, SOAP, and REST, with a proven track record in designing scalable solutions across diverse technologies (WebSphere, IIS, Apache, VMware). Recognized for analytical problem-solving, initiative, and delivering scalable ServiceNow solutions with exceptional technical precision and governance focus.
- Strong experience and knowledge of ITSM applications such as Incident management, Problem management, Change management, Request management and Knowledge management.
- Expert in translating business requirements into technical requirements. Experience in Creating Catalog items, workflows for service requests.
- Expert in ServiceNow Service Mapping and ITOM, with a proven track record in complex pattern-based mappings and extensive experience in platform-to-application dependency resolution, custom pattern creation, server/client-side scripting, and developing scalable solutions across multiple platforms.
- Experience in Configuration Management Database (CMDB) and maintaining CMDB Configuration Items and Configuration Items Relationships.
- Expertise in implementing ITOM and ITSM modules, agentless work in the enterprise using the ServiceNow Instance. In-depth knowledge of protocols and technologies essential for Platform-to-Application mapping, including HTTP, SSH, JDBC, TCP, SNMP, SOAP, REST, API, and ESB, with hands-on experience in integrating and troubleshooting these protocols within ServiceNow solutions.
- Experience in various IT Services of Service Now tool like Event Management, Service Mapping, Service Catalog Requests, Customer Service Management, Configuration Management Database(CMDB), Service-Now Administration, Change, Incident and Problem Management, Knowledge Management, Service Portal, Reporting, Integration with Web Services.
- Skilled in working with Web and Application Servers and Virtualization, including WebSphere, MQ, IIS, Apache, and VMware, ensuring optimized application performance and integration across systems.
- Functional knowledge at Useful information and execution experience of ITSM Frame Works.
- Hands on experience in User Management, creating Users, Groups and Roles.
- Worked on enhancing and upgrading ServiceNow applications to manage new and exception-based service requests, with a focus on governance and technology management processes.
- Developed front-end applications using Angular/React, deployed on AWS, with seamless integration between the front-end and back-end systems.
- Implemented CI/CD pipelines for efficient deployment processes, automating the build, test, and deployment cycles across multiple environments.
- Experience in best practices of ServiceNow, developed and configured Access Control Rules (ACL), Client Scripts, UI script, UI Actions, Business Rules, Script Includes, Workflow scripts, Scheduled jobs.
- Hands on experience on Glide Scripting for managing and creating Business Rules and UI actions.
- Experience working on SaaS (Software as a Service) based tool with a focus on implementing ITIL processes.
- Good Knowledge of IT Infrastructure Library (ITIL) and service management along with an experience on ITIL framework which helps to customize the IT administration applications.

- Experience in ITOM (IT Operational Management) and the ITOM modules like Event Management, Discovery, Cloud Management, Operational Intelligence, Service Mapping, IT Business Management (ITBM) and Orchestration for efficient IT operations.
- Strong Knowledge of GRC (Governance, Risk and Compliance) principles and ability to design and implement effective GRC Policies, Monitoring and generating GRC Reports in the ServiceNow platform.
- Experience in handling large number of data imports and data exports using Data Source, Import Sets and Transform Maps in Service Now.
- Developed and managed several Service Level Agreements (SLA)/OLA definitions.
- Expertise in configuring Email Notifications, Inbound, Outbound Emails and Scripting Email activities.
- Created various Reports, Dashboards and scheduled report generation using Pie, Bar, Calendar, and List Charts. Created a lot of client scripts/UI policies also with alot of high-level customizations like attaching a custom event
- Experience in various phases of Software Development Life Cycle (SDLC) such as Requirement Analysis, Design, Coding and Testing.
- Use ServiceNow SamPro to view SaaS and SSO usage data to reclaim unused subscriptions
- Experience in developing Custom applications, Scoped Applications and Complex Workflows.
- Known for initiative and effective communication skills, with experience collaborating across teams to define and implement technical solutions while maintaining a high level of autonomy in project execution. Proficient in working with Application servers like Apache Tomcat, JBOSS, WebLogic.
- Proficient in ServiceNow's ITBM suite, including Project Portfolio Management (PPM), Application Portfolio Management (APM), Financial Management, Agile Development, and Test Management Module.
- Knowledge on integrating ServiceNow to some popular directory systems like AWS (Amazon Web Services) cloud and Microsoft Azure using LDAP(ADFS) to maintain Single-Sign-On system across the platform.
- Implemented integration between ServiceNow and legacy systems using REST and SOAP API's.
- Leading ServiceNow releases Implementations, Upgrades, Planning and Execution.
- Experience in Web Technologies such as XML, HTML, CSS, JavaScript, Angular JS and Web Services.
- Experience in Database management using the DB2, Oracle and MS-SQL query languages. Efficiently able to write query languages like DML, SQL and PL/SQL queries.
- Experience in handling BMC Atrium Servers, Midtiers, AIE Jobs, Normalization and Reconciliation engine, Crystal Reporting.
- Gathered and documented business requirements from stakeholders, translating them into detailed functional specifications for ServiceNow enhancements.
- Skilled in working with Web and Application Servers and Virtualization, including WebSphere, MQ, IIS, Apache, and VMware, ensuring optimized application performance and integration across systems.
- Established governance structures for IRM and Business Continuity Management (BCM), overseeing cross-functional committees and providing regular updates to senior leadership on risk posture, compliance, and readiness.

#### **Technical Skills:**

ServiceNow Applications	Incident, Problem, SAM Pro, Change, Request, Knowledge, HRSD, CMDB, Discovery, Integrations, CSM, IRM/GRC, SPM, App Engine, HAM Pro
<b>Operating System</b>	UNIX (Solaris), MS-Windows XP/2000/NT, and Linux 2.4
<b>Languages</b>	C, C++, Python, Java, SQL, PL/SQL, CI/CD, XML, JavaScript, NUMPY
<b>Databases</b>	Oracle 9i, 10g, 11g, 12c, SQL Server 2008 R2
<b>Tools</b>	MS-Office, Eclipse, Toad, Jira, Quality Center
QA	Test strategy management
<b>Scripting</b>	JavaScript, Angular JS, HTML, CSS, Ajax, and XML
<b>Web Technologies</b>	Servlets, JSP, Java Script, HTML/DHTML, Bootstrap, SDLC, CSS3, Web Services, XML, XSL

## **Professional Experience:**

**Client:** SAIC

**Jan 2023 - Present**

**Location:** Detroit, Michigan

**Role:** Service Now ITOM Developer

### **Responsibilities:**

- ServiceNow HR Service Delivery Implementation including Employee Center for global employees.
- Configured Service Operations Workspace (SOW) for IT Agents to increase efficiency and reduce MTTR.
- Developed multiple Catalog Items, Record Producers including complex workflows.
- Lead Automation initiative for Service Requests reducing requests closure time, Integrated with multiple tools for this purpose.
- Led Platform-to-Application mapping initiatives by developing and documenting scalable technical approaches for over 25 platforms, ensuring robust platform and application integrations across both on-premise and cloud environments.
- Implementation Customization and Maintenance of ITOM Module like Event Management configured Connectors for different Sources.
- Created and implemented custom ServiceNow patterns and scripts to enhance platform-to-application mappings, developing reusable solutions for platforms with similar communication protocols (e.g., Java processes, JVM), resulting in streamlined dependencies across applications.
- Identified and resolved complex Discovery, MID Server, and integration issues to support accurate mappings and application dependencies. Improved platform stability and minimized operational disruptions through proactive troubleshooting.
- ServiceNow Development and Implementation of ITOM products such as Discovery, Service Mapping and Event Management.
- I configured HAM Pro to track asset depreciation automatically, providing financial insights and helping align asset management with budgeting needs.
- Responsible for maintaining ServiceNow Health score, actively involved in remediating Health Scan findings.
- Designed and developed custom Scoped applications using App Engine for onboarding new business processes.
- Configured multiple HR Services across Benefits, Talent Management, Total Rewards, Workforce Administration and Payroll COE.
- In both projects, I integrated SAM Pro with our procurement systems to streamline software acquisition and ensure all software purchases adhered to license management policies.
- Worked on creating Event Rules, Event Field Mapping and Alert Rules for different Monitoring tools based on the conditions from Events.
- I developed custom reports and dashboards within HAM Pro to offer stakeholders real-time insights into asset status, helping drive data-informed decisions across teams.
- Identifying opportunities to drive more value from an organization's IT strategy through targeted areas contributing to improved business performance and innovation by addressing constantly changing business needs.
- Configured Event Management (ITOM) by configuring Connector Instances and Connector Definitions.
- Configured Employee Relations Management Application for ER services including anonymous portal.
- Configured HR Agent configurable workspace including Agent Assist,
- Configured Advanced Work Assignment for HR Case and Incident assignment.
- Lead CMDB Initiative to revert customizations that has been done before and align data model to CSDM Framework,
- Extensive experience in implementation of Business Rules, Data Dictionary, UI Actions, UI Policies, Client Scripts, Validations Scripts, Event Rules, Alert Rules, Correlation Rules and Event Field mapping Rules in ServiceNow.
- Worked on ServiceNow ITOM Business development, building ServiceNow ITOM practice and competency (Discovery, CMDB, Service Mapping, Event Management). Installed and configured Approval Engine and Assignment Engine for Approval Process.
- Configured and maintained CMDB Health Dashboard to keep track of CMDB Health KPI's. Developed multiple ATF Tests and Test suites for automation testing.
- Configured Cloud Runner for executing tests in the background and leveraged ATF Test Generator.

- Integrated with multiple CMDB external source systems using Service Graph Connectors and ETL Integration Hub.
- Experience in using Flow Designer and Integration Hub.
- Conducted thorough UAT testing and obtained sign-offs for all completed mappings, ensuring alignment with governance standards and technical accuracy.
- Responsible for the implementation of ServiceNow ITSM suite, Discovery, Event Management, Service Watch/Service Mapping.
- Configured SAML 2.0 Single Sign-on authentication, OKTA Single Sign-on authentication
- Identified the events that need to be transformed based on a set of matching conditions by using Event Management. Created and updated some event fields with Event Management module.
- Developed the Impact Analysis strategy and Business Services with regards to the IT Assets. Lead and performed various ServiceNow Upgrades including latest Vancouver version Upgrade.
- Responsible for establishing Technical Governance to reduce risks and defects.
- Worked with business process consultant to analyze functional requirements within ServiceNow for Customer Service Management (CSM), Request Management.
- Identified and resolved complex Discovery, MID Server, and integration issues to support accurate mappings and application dependencies. Improved platform stability and minimized operational disruptions through proactive troubleshooting.
- Used Software Asset Management (SAM) to systematically track, evaluate, and manage software licenses and software usage.
- Installed and configured Remedy Email Engine for Incoming and Outgoing emails.
- Experience setting up the scripting standards, release policies, ACL policies, SLA policies, workflows.
- Experience on GRC Framework with this installation of Risk Assessment scenarios.
- Configured IRM/GRC Application and tailored application workflow to fit current business processes.
- Implemented GRC: Risk Workspace to improve the user experience for Risk fulfillment team.
- Implemented GRC: NIST CSF use case accelerator to automatically generate pre-configured policies.
- Developed various scripts in their order of execution that are related to ACL's, Business Rules, Client Script, Script includes and UI actions.
- Configured Event Management (ITOM) by configuring connector Instances and connector definitions.
- Experience in implementing Service Portfolio Management (SPM) including Demand, Idea and Project management.
- Activated and implemented Plug-in for various modules like Event Management, ITSM etc.
- Configure Event Management (ITOM) by configuring Connector Instances and Connector Definitions.
- Identified gaps in manual testing and help develop strategy for CRUD testing.
- Implementation, Customization and Maintenance of ITSM & ITOM modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in ServiceNow.
- Implemented Information Risk Management (IRM) frameworks to identify, assess, and mitigate risks to organizational assets and operations.
- ServiceNow Development and Implementation of ITOM products such as Discovery, Service Mapping and Event Management.

**Environment:** ServiceNow, JavaScript, ITAM, Problem, Reporting, ITOM, Azure, HAM, SAM, Incident, HRSD, ACL, Service portal, ATF, GRC, APM, Problem Change, IRM, Service catalog, Knowledge, CMDB, MySQL, PowerShell, AWS, SOAP, Rest API, SLA, reports, Script includes, Service mapping, dashboards, workflows.

**Client:** Accenture

**Dec 2019 – Aug 2022**

**Location:** Hyderabad, India

**Role:** - ServiceNow Developer

**Responsibilities:**

- Developed Supported the team responsible for the implementation and administration of the ServiceNow installation, including managing system configurations, gathered and documented user and process requirements, developed workflow customizations, and performed quality assurance testing and user acceptance testing.

- Worked with client and functional requirements within Service Now.
- Facilitating rollout of new applications and modules.
- Used Service Mapping to build the map of all devices and applications that are used in the business services for the ITOM module.
- Hands on Experience in ITAM asset management modules and how the information flow between ITAM and SAM in the Service Now.
- Involved in development of Service catalog which includes creating new catalog items, Order guides, designing workflows for SAM PRO and HAM PRO.
- Designed applications that execute on various browsers such as Internet Explorer, Mozilla Firefox, Google Chrome, and Opera using various debugging tools like Firebugs/IE Developer Tools.
- Designed Workflows, along with standard Workflow templates, which can be reused.
- Implement Service-Now customization including, but not limited to, Client Scripts, UI policies, UI Actions, Script Includes, Business Rules, workflow administration, report setup, and data imports and exports.
- Developed Snow and Slack integration
- Worked on Discovery set up MID servers and check the connectivity. Also troubleshooting the Discovery tool in ITOM.
- Implemented Software Asset Management (SAM) Extensions plug-in automatically on all new instances of Service Now.
- Used SAM programming to control inventory through accurate databases
- I utilized ServiceNow HAM Pro to streamline asset lifecycle management and compliance checks, ensuring each asset's availability and optimized usage. My work included setting up automation for asset tracking and stockroom management, improving operational efficiency
- Maintains existing applications. Creates code that meets system standards.
- ServiceNow application development; including creation and configuration of Service Catalogs, Email Notifications, Data imports and exports and Reports.
- Implementation of the HRSD module, Software asset management (SAM), hardware asset Management (HAM) in the service now application
- I used ServiceNow SAM Pro to manage and optimize software licenses, ensuring compliance and cost-effectiveness. I configured the system to automate license tracking, discovered software across our network, and implemented reclamation workflows to reduce software spend.
- Worked on CMDB and Asset management. Performed Data migration to import data from other applications and external databases. Successfully completed over 100 complex pattern-based Service Maps, debugging patterns and probes, troubleshooting logs, and adapting existing patterns to meet organizational configurations, contributing to precise and reliable ServiceNow mappings.
- Experience with Docker and Kubernetes for containerizing applications and orchestrating microservices, ensuring scalability and reliability of services.
- Developed custom client and server scripts, business rules, and extension patterns, delivering efficient solutions for complex ServiceNow integrations and enhancing the adaptability of the Service Mapping framework.
- Collaborated closely with stakeholders and analysts to gather requirements, document system needs, and implement solutions within the ServiceNow platform and AWS-hosted applications.
- Utilized JavaScript, HTML, CSS in Business Rules, Client scripts, UI Policies and UI Actions to deliver solutions that automate and audit business processes. to customize the instance as per Business needs.
- Responsible for access control, security, minor enhancements such as form or workflow editing, and UAT/Regression testing of any development
- Created reports, workflows, and data imports for Incident, Problem, Service Request, and Change Service Now modules.
- Responsible for participating in the support of the processes, tools, and methodologies to drive consistent IT Software Asset Management (SAM)
- Utilized a strong understanding of protocols like HTTP, SOAP, REST, and ESB to establish seamless integrations and manage dependencies effectively within ServiceNow environments.
- I leveraged SAM Pro's analytics tools to analyze software spend trends and identify cost-saving opportunities, which resulted in significant annual budget optimizations.

- Responsible for maintaining and growing data held within Service Now such as our users, locations, configuration items, service catalog items.
- Recommends appropriate design alternatives to be implemented based on customer constraints.
- Coordinates installation of ServiceNow upgrades and/or service packs. Develops and manages the preparation of systems, test criteria and control for upgrades, service packs, new functionality, enhancements or error correction.
- Developing system integrations and process automation within the ServiceNow instance and other Information Services applications.
- Implemented Software Asset Management (SAM) Extensions plugin automatically on all new instances of ServiceNow.

**Environment:** ServiceNow, JavaScript, ITAM, JIRA, Problem, Glide Script, Reporting, ITOM, Azure, HAM, Incident, HRSD, SOAP, ACL, Service portal, ATF, GRC, APM, Problem Change, APM, IRM, Service catalog, Knowledge, CMDB, MySQL, PowerShell, Rest API, Integrations, SLA, reports, Script includes, Service mapping, Asset management, dashboards, workflows.