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Results-driven IT professional with over 5+ years of experience, including 6+ years specializing in designing, developing, and implementing IT Service Management (ITSM) and other suites. Proven track record of delivering projects on time and exceeding client expectations. Seeking an opportunity to leverage extensive experience in ITSM, along with a commitment to innovation, to contribute technical expertise and drive transformative solutions within a dynamic organization.

PROFESSIONAL SUMMARY:

- Successfully delivered projects on time, exceeding client expectations and contributing to high levels of customer satisfaction.
- Configured Applications using Service-Now tool used in ITIL Management. Deep functional and technical knowledge of the Service Now platform as well as experience in delivering medium to large-scale Service Now implementations.
- Experience in designing and implementing Incident Management, Problem Management, Change Management, Asset Management and Service Catalog.
- Experienced in Service Now platform as both Developer and Administrator.
- Developing Java Scripts and configuring workflows to implement additional features, customization and enable the process flows.
- Good experience in using ServiceNow utilities such as Business Rules, Client scripts, Workflows, Scheduled jobs, UI Policies, Data Policies, UI Actions, Script includes, ACLs, Email notifications, Views and Form Customizations.
- Experience on creation of Catalog items, Record producers and Order guide.
- Experience in Create and used Update Sets to move customization between various environments.
- Good Experience into Development part using Glide Record, Glide Form, Glide System, Glide Aggregation, Glide Date, Glide Date and Time, Glide List, Glide Dialog Window.
- Involving into requirement gathering and Requirement analysis and investigation.
- Importing data into service-now by using import set.
- Good skills in service now suite development including REST Integration.
- Configuration of dashboards with Perform Analytic through indicators and widgets.
- Integration of service now and third-party applications through REST Integration.
- Good exposure on integration like inbound, outbound and scripted web services
- Creating, Monitor, Modify service catalog workflows with approvals.
- Configuration of email notification and alerts to notify users about specific activities in the system.
- Gathering the requirement from stakeholders for the attributes needed to develop service catalog items.
- We used to follow Agile framework which contains Sprints, Story and Scrum calls on daily basis with clients where we discuss stories and update about the same.

RESPONSIBILITIES SUMMARY:

- Experience in all phases such as Requirement gathering, Designing, Developing, Coding, Debugging, Testing, Implementation and Maintenance.
- Hands on Experience in technical implementation of various Service Now modules such as Incident Management, change Management, Service Catalog, Reporting.
- Service Now Administration and Production support including maintenance of lower life cycle instances.
- Management Modules including: Business Rules, Client Scripts, UI Policies and UI Actions based on user requirements.
- Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks and demonstrated project management skills and experience working directly with customers and clients.
- Configuring Import Sets and Transform maps.
- Defined users, groups and roles and provided accessing permissions in Service Now.
- Expertise in creation and maintenance of Access Control Rules to provide data security according to the Business requirements.
- Design and implement SLA and the required workflow with Email notifications.
- Experience in working with the workflows in Service Now for Service Catalog using workflow editor.
- Worked on Rest based Web services integrations.
- Strong skill set in Service Now suite development including third party tools like REST API.

TECHNICAL SKILLS:

Service Now development on ITSM, Integration (REST), APIs.

CERTIFICATIONS:

Service Now - Certified System Administrator (CSA) (Mainline)

Service Now – Certified Application Developer (CAD)

PROFESSIONAL EXPERIENCE:

Company	Joining Date	Relieving Date
Global Data Pvt Ltd	March 19, 2018	July 27, 2021
Smith & Nephew Pvt Ltd	August 28, 2021	March 31,2022
Wipro Ltd	June 22, 2022	Till Date

Work Experience Details:

WORK EXPERIENCE @Wipro Ltd–Senior Engineer

Project Name: ServiceNow

Client: Philips

Programming: ServiceNow, JavaScript, integration.

Tool/Tech Used: ServiceNow, Integration

Role: ServiceNow Developer

Project Description: Internal application for P4 Level managers, Application enhancement, redesign, debugging and fixing of the issues.

Responsibilities:

- Led the project Customer Call Application.
- Developed and implemented the ServiceNow Custom application for clients, increasing efficiency and a reduction in errors.
- Developed and maintained ServiceNow automation processes, resulting in an 80% reduction in sizer intervention and providing the results in a fraction of a second.
- Worked with Process Owners, system Architects and Business Stakeholders.
- Reviewed the documentation of Process owners which includes the business requirements.
- Migrated changes made in the development instance to the higher instance using Source control.
- Worked with HI support for complex issues across development.
- Created new service catalog requests and items with variables.
- Developed UI appearance for Service catalog requests.
- Designing, configuring, and customizing new applications and modules.
- Create and use update sets to move customizations between systems/instances.
- Create and customize the Knowledge base.
- Using Transform Maps to import Data in different formats (excel, CSV, XML).
- Writing Data sources, transforming maps and analyzing coalesce to avoid duplicates.
- Configuration of Email Notifications and Alerts to notify users about specific activity in the system.
- Configuring Business Rules, catalog client scripts, catalog UI policies and UI actions to customize the instance as per business requirements.
- Enhancement and improvisation of tools in terms of features and capabilities to be made available to customers.
- Configuring Access Control Rules for securing and providing the right access to the required person/role.
- Created process documentation for the solutions implemented. • Worked on user management.
- Worked with JavaScript to create front-end and back-end components such as forms, buttons, views, business rules and workflows.
- Performed Peer Code Reviews and code reviews of the work done by developers.
- Demonstrated the work done in each sprint to the stakeholders.
- Participated in daily scrum calls to discuss the progress and blockers.
- Provided KT sessions to the on-boarded developers.
- Backing up work done during clone down and retrieving them Post clone down for smooth functionality of application.
- Delivered positive results within the Business timeline resulting in positive feedback and appreciation from stakeholders.
- Worked on UAT Feedback issues and fixes in production.
- Worked on writing Tech details on the stories for easy understanding of requirements by developers to work on them.
- Worked with scrum masters in reviewing stories in the backlog and sizing them.

Project : Stellantis (Fiat Chrysler Automobiles)

Role: Senior Engineer

Responsibilities:

- Consolidates multiple Now Platform automation capabilities into a single environment so process owners and developers can build and visualize business processes from a single interface. Includes flows and actions triggered by Service Now Service Catalog events. See Create a flow with a Service Catalog trigger.
- Consolidates configuration and runtime information into a single environment so process owners and developers can create, operate, and troubleshoot flows from a single interface.
- Provides natural-language-descriptions of flow logic to help non-technical users understand triggers, actions, inputs, and outputs.
- Promotes process automation by enabling subject matter experts to develop and share reusable actions with flow designers.
- Reduces upgrade costs, with upgrade-safe Now Platform logic replacing complex custom script.
- Reduces development costs by providing a library of reusable actions.
- Enables extending Flow Designer content by subscribing to Service Now Integration Hub or installing spokes.

Project : MDM (master data management)

Role: Service Now Developer

Responsibilities:

- Good hands on experience in using SNOW utilities such as UI Policies, Data Policies and Dictionary.
- Good exposure of moving customizations from instance to instance using Update sets.
- Worked on Import Sets to extract data from various other sources and field mapping for the same.
- Experience in creating and maintaining Access Control Rules for securing and providing the right access to the right person/role.
- Worked on various types of reports, scheduled reports as per the business requirements.
- Created Email notifications, Email Templates and Mail scripts, trigger email notifications from server side scripts by using events existing in event registry.
- Worked on Event management overview module uses Performance Analytics to present data from your instance for you to better visualize and understand your processes and drive continual improvement.
- Good in configuring inbound email actions, Flow designers
- Created Scheduled script jobs and Scheduled generation and distribution of reports.
- Good exposure of Background scripts, Client scripts, Glide forms, Glide record, Glide Ajax and its usage.
- Hands on experience on calling service side scripts from client side through Glide Ajax.
- Working experience on implementing Business Rules in different scenarios while doing SOAP Integration, triggering event based notifications.
- Service Level Management – Defined SLAs for applications.
- Worked on creation of custom and workflows using multiple Activities like Run script, Approval, set values, Notifications, Switch & If conditions, Create Task, Wait for condition etc.
- Involved in Integrating Service Now with third party applications Smart sheet, other Service Now Instances using REST methodologies.

- Hands on experience on integrating third party applications With Service Now.
- Good exposure on creating Catalog items, Order guides, Record producer, Variable Sets, Catalog client scripts, Catalog UI policies.
- Working experience of creating UI Action buttons.
- Good exposure on executing scripts through Schedule Jobs.
- Maintenance of all existing Catalog forms, enhancing based on the business requirements.
- Documentation of system changes.

Project : Vision Path

Role: Service Now Developer

Responsibilities:

- Gathering requirements from the client and analyzing them.
- Involved in requirement gathering sessions and creation of functional and technical design documents as per the requirements
- Created Business Rules, Client scripts, UI Policies and UI Actions to customize the instance as per Business needs.
- Expertise in scripting using Glide Script, Glide Aggregate, Java Script, Glide AJAX.
- Involved in creating Reports, Dashboards and Home Pages in Service Now.
- Create, monitor, modify, and publish service catalog workflows with approvals
- Created and used update sets to move customizations between systems.
- Configured Email Notifications and Alerts to notify users about specific activities in the system.
- Building Service Now from scratch and developing forms as per clients' needs.
- Worked to identify the users, groups, categories and following the ITIL standards while designing these solutions.
- Worked on Event Management to dashboard displays when both Event Management plugin and the performance Analytics.
- Used Import Sets and Transform maps for loading data from external sources to Service Now.
- Configuring Incident, Change, Problem modules according to Business Requirements.
- Performed Service Now admin activities, which involves group and user administration
- Responsible for closing the open Incidents, Problems and Enhancement requests and communicating with the customer the status of the request, to ensure a timely customer satisfying result.
- Implemented Client Scripts, UI Policies, and UI Actions in Service Now.
- Involved in creation of reports, dashboards in Service Now.

EDUCATION:

- MBA (HR & Finance) – JNTU Kakinada – 2016 pass out