Certified System Administrator

CH.VINAI

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Professional Summary:

➢ Having 7 into IT and 3 years of experience as Servicenow Developer & Administrator. Experience in all phases of Servicenow Development including Requirement analysis, Coding, Testing and Implementation of Service-Now Solution for client.

  ➢ Good hands on expertise in implementation of ITSM Applications like Incident management, Problem management, Change management, Knowledge management and Service catalogs.

  ➢ Developing of the Catalog Items and maintaining the Record Producers.

  ➢ Mapping Record Producer Fields to the Database table record.

  ➢ Hands-on experience in providing ITSM solutions with expertise in **ITSM Modules**, **GRC (Governance Risk and Compliance), Service Catalog, CMDB, Mid Server, Discovery** as Developer.

  ➢ ServiceNow OOTB modules implementation, experience of working with ServiceNow Glide objects such as Glide Record, Glide System, Glide Aggregate, Glide Ajax, UI Actions, Script includes, client script, UI Policies, Business Rules Understanding/worked of LDAP plugin, Service Portal.

  ➢ Create and configure Business Rules, UI Policies, UI Actions, Client Scripts and ACLs including advanced

  ➢ Good knowledge and understanding of the ITIL process.

  ➢ Create and configure Notifications, UI pages, UI Macros, Script Includes, Formatters

  ➢ Experience in REST inbound and outbound integration.

  ➢ Experience in Service oriented architecture and web services integration (SOAP,REST and API)

  ➢ Experience in integrations with third party tools

  ➢ Experience of implementing data loads, inbound and outbound API integrations, catalog items and workflows within ServiceNow

  ➢ Taking care of all Changes Sign-off from the Requestor before moving to production.

➢ Created Email notifications and scheduled in Service Now.

➢ Monitored and performed service Now admin activities which involves group, user & administrator.

➢ Maintaining process integrity and delivering continuous process improvement.

➢ Worked on customizing user interface including forms, lists and created record producers for Incident and change management.

➢ Converted the Service Catalog into a fully functional website using Content Management module.

➢ Service catalogue creation to fulfill different Business requirements.

Certified System Administrator

➢ Good experience in using Servicenow utilities such as Business rules, Client scripts, Workflow, Scheduled jobs, UI Policies, UI Actions, Script includes, ACLs, Email notifications, Views and Form Customizations.

➢ Good debugging skills in issue identification and fixing.

➢ Good knowledge on designing Workflows to automate the Business Process using Servicenow.

➢ Importing data into service-now by using import set.

➢ Maintaining Reports/Dashboards.

Certifications:

- **ServiceNow Certified System Administrator – CSA**
- **Micro Certification –flow Designer**

Organization:

- **Previously worked as Jr. GIS Engineer in Cyient from Dec 2015 to Jun 2018.**
- **Previously worked as Gis Analyst in Foray Software Pvt Limited under TCS from Jun 2018 to July 2019**
- **Previously worked as Analyst in TCS from July 2019 to Dec 2022.**

Project Experience:

Project: 1
Client: Asian Customer

Role: ServiceNow Developer

Project Summary:

- Perform day to day administration of the Service-Now Tool Maintain business services and configuration item relationships in Service-Now tool.
- Develop and manage application code, user interface, and third-party integration components.
- Develops and improves user systems procedures and prepares systems documentation.
- Establishes and maintains effective communications with customers, other technology specialists, and vendors about services.
- Coordinated Service Catalog options, including two-step checkout, cart controls, and variables.
- Created notifications based on user requirements and also configured inbound email actions to create incidents or requests.

Certified System Administrator

- Coordinates installation of Service Now 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.
- 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.
- ServiceNow application development; including creation and configuration of Service Catalogs, Email Notifications, Data imports and exports and Reports.
- Experienced in the analysis, development and automation of various ITSM processes including Incident Management, Change Management, Asset Management, Service Request, Configuration Management including setup and configuration of MID Server and Configuration Item Discovery.
- The service we also provide to clients is a semi managed service for administering their Service desks that has been implemented. This includes various administration tasks within Service desk software.
- Responsible in Service Catalogs, Catalog categories and Record producers
- Developed record producers to create incidents as per business requirement.
- Created and scheduled reports as per customer needs
- Working with JavaScript, CSS, Bootstrap, AngularJS, jQuery and HTML5 for responsive design
- Developing system integrations and process automation within the ServiceNow instance and other Information Services applications.
- Creating Service Portal and Service Catalog.
- Creating ServiceNow reports and dashboards
- Working with business rule, client scripts, workflows, script include etc.
- Integration with 3rd party tools.
- Translating the service portal in different languages.
- Upgrading the instance.
- Working with end user groups to evaluate and solve technical problems

Project: 2

- *Client: JAPAN Based Customer*
- *Role: ServiceNow Developer*
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Responsibilities:

- Inbound Integration of ServiceNow with MSP (My Supplier Portal) for Invoice submission.
  - Outbound Integration of ServiceNow with IH (Integration Hub) to send bulk invoices to MSP (via IH) so that vendors can check the invoice status and other details on MSP portal.
  - Inbound integration of ServiceNow with DI (Document Integrator) to process the Invoices coming via email.
  - Integration of ServiceNow with DS (Document Storage) tool for attachment storage

Certified System Administrator

- Designed and developed Scanning Integration (via IH) to process the invoices coming via scanning.
- ServiceNow Integration with GL Code Predictor to enable the agents quickly get the required GL code.
- Implemented ServiceNow-OCR integration to get the correct Invoice details through OCR.
- Designed and developed Generic scripted REST API using dynamic configurations to enable the clients use the single API for different inbound integrations with different external systems.
- Process attachments using ECC queue and OOB Attachment APIs.
- Implemented a dynamic solution of Template Extraction for journal entry processes.
- ServiceNow integration with SFTP via MID server for ERP posting and ERP feedback processing.
- Loading various interface (master & transactional) data via transform maps.
- Build complex workflows for Base, IP Base and JE Base products.
- Implemented security rules to give proper access to the platform users.
- Working in a multi domain separated environment to implement various client requirements.

Project: ITSM Implementations & Development

Client: Australian Based CLient

Role: ServiceNow Developer

Roles & Responsibilities

- Imported foundation data/base data using import sets. Imported CI's and Relationships using Import set.
- Customized ServiceNow applications as per requirement. Developing and configuring Business Rules,
- Script Includes, UI Policies, and Catalog Client Scripts.
- Created workflow to achieve business requirement. Created ACLs & role to maintain access to UI.
- Configured Notifications, SLA.
- Testing every component of UI & business logic to find issues & fix it.
- Moving code from lower environment to higher environment using Update Set.
- Created number of pages and widgets. Widgets were created on role base like manager, employee.
- Used number of angular directives while building widgets.
- Created html, client side and server-side scripting in widgets and also used CSS.
- Design and maintain Service Portal for user access to Knowledge Base and Service Catalog.
- Played part on end user self-service portal management.
- Implemented custom application for a renowned German logistics client which involved on boarding of
- new Service Lines.
- Custom Job Management module involving dynamic auto routing of Jobs.
- Designed custom configurable modules over the layers of ServiceNow Notification, ACLs and Assignment

- Rules.
- Implemented logic to replicate threading concept to increase the performance of the Assignment
- functionality.
- Developed flexible module capable of adding new features following the same lineage with least Development.

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