D.Prahlad
ServiceNow Developer

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Summary

- Qualified IT professional with 6.4 + Years of Experience as a software developer
- Having **5 years** of experience as **Service Now admin/Developer** and 1**+ years** of Experience in **DB2 DBA Admin**.

- Development experience with **SDLC** processes like Agile, and Test-Driven Development.
- Strong exposure to **ITSM** applications like Incident management, Problem management, Change management, Service level management, Knowledge management.
- ServiceNow Experience including scripting, platform configuration, design, and deployment.
  Experience working with **Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages,**
- Created various Reports and scheduled report generation using Pie, Bar, Calendar and List Charts.
- **Script Includes, Access Control Lists** etc
- Experience developing in ServiceNow using **Java Script** and utilizing **Web Services.**
- Experience working with **Email Notifications**, **Inbound Actions, Reports, Gauges, And Home Pages**.
- Working on **creation** and **customization of complex workflows** and **custom workflow activities**.
- Experience in **Building Items, Record Producers, Wizards** and **Order Guides in Service Catalog.**
- Experience in working with **UI Actions, UI Policies**, **UI Macros** and **Data Policies** in **ServiceNow**
- Experience in creating the custom Applications, Modules in **ServiceNow** as per the requirements.
- Expertise in Design and developing custom applications in **Service-Now** and utilize its potential in PaaS.
- Knowledge of **Service Now** Best Practices and ongoing knowledge of latest **Service Now features.**
- Responsible for creating, validating and maintaining integrity of Service maps within **ServiceNow.**
- Successfully managed and developed large-scale implementations of ServiceNow across multiple processes and applications for clients in multiple verticals.

Experience Summary:

- Worked as a Sr Software Engineer in **Infosys** from 1st Aug 2023, to Nov 1st , 2023
- Worked as a Lead Administrator in **Wipro Ltd** from Nov 29th , 2021, to Jan 30th , 2023
- Worked as a Lead Administrator in **Unit Force Technologies** from May 27th , 2021, to Nov 29th, 2021
- Worked as a Sr Software Engineer in **CCG Technologies India Pvt Ltd** from feb 9th , 2017, to May17th ,2021

Technical Skills

Programming Languages	Java, JavaScript,
Web technologies	HTML, CSS,
SNOW	Applications Incident, Problem, Change, Knowledge, Service Catalogs ,Integrations with rest and soap
ITSM Tools	ITSM, ServiceNow,

Educational Qualification:

MCA from Kakatiya University, Warangal, India.

Professional Experience:

HSBC of Middle East Region
Role: Sr. ServiceNow Developer
Responsibilities:

- Worked on catalog items creation, visibility rules on catalog items, order guides and record producers.
- Have complete knowledge on Business rules, UI actions, Script Includes, Client scripts and UI policies.
- Involved in update sets deployment to PROD through import sources.
- Experience in requirement gathering and create technical specification based on the inputs from Business & Client IT teams

- ServiceNow ITSM development, designed and built the requirements using ServiceNow Platform functionalities.
- Worked on Incident, Problem, Change, Knowledge and Service Catalog Modules.
- Knowledge on web service integration's using scripted rest APIs.
- Good experience on catalog items creation, visibility rules on catalog items, order guides and record producers.
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- Have complete knowledge on Business rules, UI actions, Script Includes, Client scripts and UI policies.
- Involved in update sets deployment to PROD through import sources.
- Knowledge on Data sources and transform maps.
- Experience in requirement gathering and create technical specification based on the inputs from Business & Client IT teams
- Ability to design and modification of workflow development.
- Use SCRUM/Agile development methodologies
- Participate in the full software development life cycle: Analysis, Design, Coding, Testing, Training, and Operational Support

Berkshire Hathaway Inc.
Role: Sr. ServiceNow Developer
Responsibilities:
- Implemented Incident Management, Problem Management, Change Management.
- Experience in design, build, and implementation of workflows, assessments, & reports/dashboards.
- Identified and prioritized the security threats.
- Create business requirements, technical specifications documents, create use case documents, create test case, and manage project work cycles as a member of the ServiceNow development team.
- Works directly with Management to align ServiceNow with IT organization strategy and adherence to ITIL Foundation requirements.
- Managing the projects for clients to install appropriate software to allow for effective project management.
- Worked with business analyst to create and modify Service Catalogs and Request Workflow Designs.
- Used Database views to generate reports on multiple tables.
- Configured Mid Server's on **Dev, UAT** and Production Instances.
- Configured E-mail notifications on **RITM, Catalog Tasks** etc.
- Designed workflows for Production request and Service delivery jobs tables.
- Created homepages including basic reporting, gauge configuration and dashboard presentation.
- Performed various Modifications & Customization's on forms.
- Experienced in pulling reports and scheduling the reports as per the client requirement.
- Created various applications, tables and performed different operations like overriding the Display Value, auto completing certain Attributes, adding business logic, sending email notifications.
- Effectively managed the hardware and software assets through their lifecycle using the procurement module.
- Developed complex transform scripts to import data into the ServiceNow Database.
- Worked on portal for the end users to order the catalog items which is responsive across all the devices.

Telecommunication ATCOM :
Role: ServiceNow Developer.
Responsibilities:
- Developed appropriate software and documentation according to the company's standards.
- Implementation of different Applications, Modules, Tables and Views as per client's requirement
- Provide general support, administration and maintenance of the ServiceNow platform, including ITSM, ITFM and other ServiceNow applications
- Setup the process for Incident Management, Problem Management, Knowledge Management,
- Assist developing ITSM roadmap. Analyze and recommend emerging ITSM technologies that can provide benefit while reducing risk
- Provide configuration update support and functionality checking within the development cycle of ServiceNow
- Configuration/Customization of the ServiceNow system including workflows
- Work closely with ServiceNow functional team to build requested items and tasks using workflows to manage processes from the customer to the fulfilment teams
- Work with development team to migrate updates into the production environment

- Developing, testing, deploying and updating workflows and approval flows and rules
- Develop systems integrations and process automation – fully utilizing the platform's workflow capabilities
- Work with functional and admin teams to deliver automated workflow solutions in ServiceNow
- Provide general support, administration and maintenance of the ServiceNow platform, including ITSM, and other ServiceNow applications
- Perform day to day administration of the ServiceNow system, including making approved changes to process and workflows. Perform ServiceNow implementation tasks including but not limited to configuration, integration, testing, requirements gathering and solution design.

DECLARATION:

I hereby declare that the above furnished particulars are true to the best of my knowledge and belief.

D.Prahlad