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Status – US Citizen

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### **PROFESSIONAL SUMMERY:**

- Over 10 years IT experience as a ServiceNow ITSM/ITOM techno functional Consultant in all aspects of Client engagement lifecycles including Requirement gathering, Effort scoping, Developing, Product implementation, Production support and System upgrades and Monitoring.
- Involved in implementation of ServiceNow modules such as Service Catalog, Content Management System, Incident Management, Asset Management, Change Management, Release Management, Request management and Problem Management.
- Extensive experience in implementing Service mapping and CSDM model
- Worked on ITBM, ITOM Now Platform App Engine Operational Intelligence, Orchestration and Performance Analytics
- Experience in supporting ServiceNow ITSM, ITOM, GRC, PPM, CSM applications and implemented best practices for better performance, upgradeability and instance security.
- Configuration and development of Requirement Integration components (SSO, LDAP).
- Created schedules, reports and monitor performance of Service-Now.
- Proficient in development of workflows and third-party integration for Service Now platform.
- Loads, manipulates and maintains data between ServiceNow and other systems.
- Configuration and customization methods Business Rules, Scripts, Tables, Dictionary Overrides, UI Policies and UI Actions as per user requirements.
- Developed reports as per requirements from management.
- Extensive knowledge of Web Services (REST, SOAP).
- Extensive experience of various phases of SDLC such as Requirement gathering, Analysis, Design, Code Construction and Testing.
- An effective communicator and a team player with strong analytical, logical, problem-solving abilities

### **Education:**

- Masters in Information Systems. (2014)

### **Certifications:**

- Certified ServiceNow Administrator
- Certified Scrum Master (CSM)

- Certified Product Owner (CSPO)
- Splunk Core Certified User

**SKILL SET:**

<b>SDLC Methodologies</b>	Waterfall, Agile
<b>Languages</b>	Java, JavaScript, HTML, CSS C, C++, SQL, PL/SQL,
<b>Databases</b>	Oracle 11g/12c, SQL Server
<b>Database Tools</b>	TOAD, SQL Developer, SQL Plus
<b>Web/Application Servers</b>	IBM Web Sphere 6.x, Web Logic 10, Apache Tomcat.

**PROFESSIONAL EXPERIENCE:**

**Johnson & Johnson**  
**Role: ServiceNow Developer**

**March 2018 – Present**

**Responsibilities:**

- Gathering detailed Business and Technical requirements from customer for development of Service Requests and transform requirements into technical designs to identify action tasks.
- Develop and manage application code, user interface, and third-party integration components.
- Utilized Java Scripting to deliver solutions that automate and audit business processes.
- Performed core Configuration and customization tasks using Business Rules, Client Scripts, Dictionary Overrides, UI Policies and UI Actions.
- Experience on developing Content Management System (CMS) and Jelly Scripting solutions on ServiceNow
- Responsible for creating homepages including basic Reporting. Analyzed various problems and created new solutions and new techniques
- Manages data with Tables, CMDB, Import Sets, and Update Sets.
- Performed Data migration to import data from other Applications and external databases.
- Implementing ServiceNow Discovery and CMDB and integrating it with Change management
- Created Update sets to move customizations between different systems.
- Create Workflow activities and approvals. Implement new workflows that use a variety of activities to understand how records are generated from workflows.
- Perform migration activities (Dev to QA, QA to Prod).
- Coordinate 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.

- Developed Service Catalog items based on the requirement provided by the stakeholders.
- Installed MID Servers and conducted tests required for Discovery.
- Developed solutions using JavaScript, Web Services and other web technologies to integrate ServiceNow with internal / external systems and tools.
- Performed System and integration testing with sample/live data with Support Services team. Budget management for all ITSM, Service desk and QA departments.

## **Lincoln Financials**

**Sept 2015 to March 2018**

**Role: ITOM ServiceNow Developer**

### **Responsibilities:**

- Worked on End-to-End implementation of Discovery.
- Maintained the Configuration Items and modified the forms and form Sections.
- Worked on Configuring the IP Addresses to help find out the undiscovered CI's into CMDB.
- Integrated Service-Now with a third party to store all the credentials to avoid breaching up of credentials.
- Wrote Classifiers and Identifiers to direct the discovery tool to gather the information of the configuration items with no error.
- Wrote business rules to avoid empty configuration items to be stored in CMDB after discovery tool runs a scheduled job.
- Identifying and resolving CMDB data inconsistency issue.
- Worked on Agile method environment and implemented the changes required by the business owners on a regular basis.
- Supported the team with improvising the Discovery tool and the Configuring the CI's.
- Created Dash boards on requirement.
- Reported inconsistency of form fields and maintenance of CMDB CI's.

## **Covanta**

**Oct 2013 – Sept 2015**

**Role: ServiceNow Developer**

### **Responsibilities:**

- Attended Review Meetings and Project Meetings, Analyzed Business Requirements and Functional Specifications and performed Service Catalog/Incident/Service Level Management Implementation
- Designed and delivered technical methodologies around the **ServiceNow** platform.
- Develop, test and moving customizations between development, test and production instances and Instance clean-up while moving update sets from one instance to other instances.
- Worked on CMDB and Asset management. Performed Data migration to import data from other applications and external databases.
- Worked on various modules of Service Now like Incident management, change management, and Problem management, Service Catalog, User Administration, Reporting and Discovery.

- Created various UI forms, and associated Client Scripts, UI policies, including advanced customizations that require modification of UI Pages/Macros.
- Designed Workflows, along with standard Workflow templates which can be reused.
- Implement security scheme and controls by using contextual security, control systems and data security.
- Developed reports as per requirements from management.
- Created custom Notifications/Relationships.

**Maersk Line**

**April 2011 – Sep 2013**

**Role: ServiceNow Developer/Admin**

**Responsibilities:**

- Gathering, documentation, development, testing and moving customizations between development, test and production instances and Instance clean-up while moving update sets from one instance to other instances.
- Developed Incident, Service Level Management (SLM) and Service Catalog modules.
- Incident sources are ServiceNow, Inbound Emails and Share Point screens. Required form level customizations and validations are implemented and inbound email actions are modified as per client. Shared WSDL and mapping fields with Share Point team to perform integration and helped in testing and issue debugging.
- Written business rule to get attachment details from ECC queue and to add against incident based on sys id and payload which is sent from SharePoint team using REST API.
- Process flow is configured for Incident Management based on various states of ticket.
- New workflows designed for service catalog items as per client requirements.
- Notifications configured on Incident management to send mails to responsible persons at different stages.