**Supraja**

**ServiceNow Lead Developer/Admin**

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**Professional Summary**

* Having 10 years of IT Professional with around **Object-Oriented software development**,

experience in analysis, design, development, and implementation of client/server

applications using **Java, J2EE and .NET**.

* Around 5 years of experience as a **ServiceNow developer/administrator** in Designing,
* Configuring, Administering, Scripting, Customization, Deployment and Integration of the

**ServiceNow ITSM platform**, **Jira** and **WorkDay, AWS, Active Directory and other third party Applications**. Performance Analytics.

* Experienced in working with Iterative **Agile** Programming **Methodologies**, **Scrum**,

w**aterfall** methodologies.

* Worked with end users to document **process requirements**, **functional requirements**, and to develop **technical requirements**.
* Experience in designing, developing, customizing & administering **ITSM suite** of

**Applications** and **Web applications**.

* Hands on experience in **Newyork, Madrid,** **London, Kingston, Istanbul**, **Helsinki, Geneva, Fuji.**
* Experience in **Installation** and **Configuration** of different modules of ServiceNow.
* In-depth knowledge of the technical implementation of **Change Management, Incident**
* **Management, Problem Management, Service Catalog, Configuration Management,**

**Reporting, Discovery** and **Integrations**.

* Strong experience in **JavaScript**, **jQuery**, **Bootstrap.**
* Experienced in all phases of **Software Development Life Cycle (SDLC)**, quality management systems and project life cycle processes.
* Extensive experience in activities related to Configuration like Creating **Roles, Profiles,**
* **Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Process.**
* Worked on upgrade from **Fuji** to **Helsinki**, owing to flexible enhancements by **Helsinki**.
* Experience in working with **Content Management System** (**CMS**) using **Jelly Script** and

**UI Macros**.

* Involved in **Data Integration** and **Migration** with the existing Legacy systems using data

Loader, **LDAP**.

* Loads, manipulates and maintains data between ServiceNow and other systems.
* Configuration Development and development of Requirement Integration components (**SSO**, **LDAP**), and having experience with **SOAP / REST** integrations.
* Experience in working with **Workflows, Import Sets, and Update Sets**, **Web services**, **Business Rules, Client Scripts, Web Protocols** in **ServiceNow**.
* Hands on work experience of **CMDB and Asset Management Services: Business Services and Configuration item relationships.**
* Working experience with relational databases like **Oracle, MS SQL Server, My SQL**.
* Understanding of **IT service management (ITSM)** and the **ITIL** business process. Maintain service level agreement (**SLA**) and monitor an **SLA workflow** and **creating access control rules (ACL)**.
* Proven experience on **Incident, Problem, Change, Service Catalog requests, Reports** and **Web Service Integration** along with **MID Server**.
* Configure ServiceNow tool for the defined processes. Design and develop scripts for any

customization required. Supporting Power shell scripting in workflows.

* Effective communication with client, cross-functional teams to achieve project priorities

and timelines.

**Technical Skills:**

**Tools**: ITIL Tools ITSM, ServiceNow, Service Portal, Service Desk, Request Management, Change Management 7.6.4, Asset Management 7.x, Service Level Agreement.

**Programming Languages:** C, C++, Java, J2EE, SQL, PL/SQL, COBOL, XML, PHP, HTML, CSS, AJAX,

Java Mail, JMS, JNDI, Web services, SOAP, Restful

**Languages:** JavaScript, Jelly Script, jQuery, Angular JS, Bootstrap

Software Methodologies: SDLC, Waterfall, Agile, Scrum

**Databases:** Oracle 10g, MySQL, SQL, DB2

**Database Tools:** SQL Client, TOAD, SQL Developer

**Web/Application Servers:** IBM Web Sphere 6.x, Web Logic 10, Apache Tomcat

**Platform:** Windows, Linux and UNIX

**IDE:** IBM RSA (Rational Software Application) Eclipse, Net Beans, TOAD

**Qualifications:**

* Master of Science in Information Technology Management, Campbellsville University, Kentucky, USA.
* Master of Science at Kakatiya University, India in 2008.
* Bachelor of Science (B.Sc.), Biotechnology, Chemistry, Computer Science, Kakatiya University, India in 2006

**Certifications:**

ServiceNow Admin Certification

**Professional Experience:**

**# Client: PSCU Credit Union, St. Petersburg, FL**

Duration: Jan 2021 – Till now

**Lead ServiceNow Developer/ Onsite Project Delivery Lead**

**Location: Austin, TX**

**Responsibilities:**

**Summary:**

* ITIL framework implementation, Strategic Software Development Methodology Custom Development, Service Management, Onsite/Offshore Development, Program/Project Management, Test, Process Improvement.

**Responsibilities:**

* Implementations lead for ITSM solution. Technical lead for Full ITSM suite implementation – at PSCU.
* Full ITSM suite implementation of customized cloud-based software solution (ServiceNow) including incident management, problem management, change management, service catalog.
* Perform day-to-day administration of ServiceNow application, including making approved changes to process and workflows, building reports, managing data, personalizing lists, content management and technical support.
* Request Management - Human Longevity. Human Resources on-boarding, off-boarding, and transfer. Performance Analytics for worker trends. Custom scripting for self-service portal implementation.
* Design and development of self-service portal for non-IT user base access to IT service offerings.
* Custom server/client-side scripting including platform upgrade customization, UI scripting.
* Structure and custom implementation of configuration management database (CMDB), including required attribute tracking and multiple source consolidation.
* Performed the task of using Discovery to load configuration information to CMDB.
* Worked on Content Management System (CMS) and Self-Service portal using Jelly Script and UI Macros.
* Developing key knowledge Management support processes, including implementation of KM.
* Manage site content ensuring pages are organized, current, appear professional and provide workflow capabilities that support Organization mission and goals.
* Make recommendations for new content development based on data and analytics such as user feedback ratings, search results feedback, views, and case resolutions.
* Developing, maintaining, and delivering knowledge articles and information.
* Identify interdependencies between teams and work closely with peers to introduce new knowledge content development routines.
* Developing a taxonomy for knowledge base articles, which exploits categories to create "containerized? knowledge base articles by service and service component.
* Become super user of content authoring tools and make recommendations to design teams for incremental improvements based on user community feedback.
* Participated in designing the Authentication services and Entitlement services on REST and SOAP.
* TIMS application (custom ticketing application) transition to ServiceNow.
* Coordination of production version updates releases, including analysis of upgrade issues.
* Worked on Project Portfolio Management PPM module to view all the related projects and application Confidential the same time and track their progress by Gantt charts. Also worked on demands in the PPM module.
* Identify and document functional needs, technical requirements, specifications, project scope, project plans, and test plans for assigned projects.
* Performed a role of developer and implementer ServiceNow ITIL tool in project.

**# Client: Charles Schwab**

Duration: April 2020 – Jan 2021

**Lead ServiceNow Admin /Developer**

**Location: Austin, TX**

**Summary:**

* ITIL framework implementation, Strategic/Tactical Planning, Software Development Methodology Custom Development, Service Management, On - shore/Near Shore/Offshore Development, Program/Project Management, Project Recovery, Partner/Alliance Management, Software Test, Process Improvement.

**Responsibilities:**

* Implementations lead for ITSM solution. Technical lead for Full ITSM suite implementation – at Charles Schwab.
* Full ITSM suite implementation of customized cloud-based software solution (ServiceNow) including incident management, problem management, change management, service catalog.
* Implementation and custom scripting of ServiceNow-Paris including ITSM, SSO, PPM, ITBM, ITOM.
* Implementation of formal Incident and Problem Management practices reducing daily application incident occurrences by 30% and critical outages by 76%.
* ServiceNow POC implementation of solution for full ITSM suite.
* Management of 32-person multi-tier 7x24 Service Desk across remote locations. Volume average of 28,000 calls per month with overall FCR of 58%.
* Request Management - Human Longevity. Human Resources on-boarding, off-boarding, and transfer. Performance Analytics for worker trends. Custom scripting for self-service portal implementation.
* Design and development of self-service portal for non-IT user base access to IT service offerings.
* Custom server/client-side scripting including platform upgrade customization, UI scripting.
* Structure and custom implementation of configuration management database (CMDB), including required attribute tracking and multiple source consolidation.
* Configuration Development and Integration components (**SSO**, **LDAP**), and having experience with **SOAP / REST** integrations.
* Participated in designing the Authentication services and Entitlement services on REST and SOAP.
* Integrated ServiceNow with other applications using RESTful Web Services.
* Performed the task of using Discovery to load configuration information to CMDB.
* TIMS application (custom ticketing application) transition to ServiceNow.
* Coordination of production version updates releases, including analysis of upgrade issues.
* Worked on Project Portfolio Management PPM module to view all the related projects and application Confidential the same time and track their progress by Gantt charts. Also worked on demands in the PPM module.
* Configured Event Management (ITOM) by configuring Connector Instances and Connector Definitions.
* Worked on Orchestration to automate the top and frequently used service requests.
* Integrated service watch with monitoring solutions.
* Worked on Service Mapping to define business services, troubleshoot the discovery and mapping process as well as create new discovery patterns.
* Experienced in Service Now Event Management by configuring Event Mapping Rules, Event Transform Rules, Alert Rules, Incident Templates.
* Worked on Discovery and set up mid servers and check for the connectivity, Became an expert in troubleshooting Discovery tool.
* Worked on Business Service mapping and wrote scripts in the sensors to map CI's so that the end user can have a graphical representation of CI's and their relationship through BSM.
* Identify and document functional needs, technical requirements, specifications, project scope, project plans, and test plans for assigned projects.
* Performed a role of developer and implementer ServiceNow ITIL tool in project.
* Worked on Content Management System (CMS) and Self-Service portal using Jelly Script and UI Macros.
* Perform day-to-day administration of ServiceNow application, including making approved changes to process and workflows, building reports, managing data, personalizing lists, content management and technical support.

**# Client: Veteran Affairs (Federal Government Client)**

Duration: July 2019 – March 2020

**ServiceNow Admin /Developer**

**Location: Austin, TX**

**Responsibilities:**

* Configuring the core system, gathering and documenting user, process, and functional requirements, develop technical requirements and workflow customizations for current procedures to improve system capabilities, and Participating in customer meetings and guiding through advanced solutions can be achieved in scoped application.
* Responsible to co-ordinate with stakeholders in **designing, testing and post-production** to ensure that our team meet their requirements and guiding them in development process.
* Working on various modules of Service Now like **ITAM, ITBM- Application Portfolio Management, TRM- Technical Portfolio Management, ITOM – Event Management** modules**.**
* Worked on **Project Portfolio Management** to organize development tasks into projects, and projects into programs and portfolios—providing collaboration, reporting, and tracking of planning and more information for better business decision-making.
* Centralize all your strategic requests from the business and consolidate the investment decision process for new products and services by using Demand Management.
* Worked on Integration of the **ServiceNow ITSM platform**, **Jira** and **WorkDay, AWS, Active Directory.**
* Working on Integration of **Tanium** and **Secops** Service Now.
* Worked on Customizing **vulnerability** **groups** and **vulnerability** **items**.
* Worked on **Greenfield** **implementation** in reverting changes back to out of the box.
* Worked on analysis and reverting the changes related to catalog items leveraging the new functionality.
* Designing and Architecting process and various work flow process and integrating various modules.
* Configuration of **Email Notification** and Alerts to notify users about specific activities in

the system.

* Working on **Asset Management** to automate client IT asset lifecycles with workflows and inventory details of hardware devices, as well as software licenses, throughout their lifecycles.
* Designing and developing interactive and user-friendly web pages, forms, and catalogs using Boot strap and CSS. Customizing the core system using **business rules, catalog policies, catalog client script, UI actions, Validation procedures using Java Script, jQuery and Glide Scripting**.
* Working on **priority 1 incidents** related to Service Catalog / Request Management.
* Service Now application development, including creation and configuration of **Service**
* **Catalogs, Email Notifications, Data imports and exports and Reports.**
* Working with **variables** and **variable sets, UI Actions, UI Policies, UI Macros, Client Scripts and Data Policies** in Service Now.
* Maintain service level agreement (**SLA**) and monitor an **SLA workflow** and **creating access control rules (ACL)**.
* **Importing** and **exporting** data between Service Now and other systems. Assist in **creation of views** for reporting purposes.
* Developed solutions using **Ajax**, **JavaScript**, **Web Services** **REST**, **SOAP**, and other web technologies to integrate ServiceNow with internal/ external systems and tools.
* Developed **Webservice** and **REST** interfaces both inbound and outbound to SN to address third party application integrations Azure, Active Directory etc.,
* Performing **CMDB**/**Asset** implementations and transition enterprise-wide CIs/Assets from legacy solutions to Service Now.
* Configuring database connections using **JDBC** Export to execute for **DB2** database and **SQL** performance tuning and ensuring and maintain integrity of the **CMDB** data and performing data collection and data analysis.
* Worked on fixing various **incidents** and used **update sets to push the fixes from one instance to another.**
* Performing unit **testing**, **analyze test results** and validate application data to meet functional specifications and maintain test plans and production support procedures for software and systems already in place. Prepare **design documents, user manuals, transition documents** and release notes as required by the projects.
* Developing strategies to eliminate gaps in existing system while improving performance efficiency and effectiveness. Identifying and eliminating risks associated with proposed processes.
* Providing advanced support for Service Now Platform by troubleshooting a variety of difficult software problems, implementing bug fixes, and performing root cause analysis.

**Environment**: **Service Now - ITSM, Service Now - ITBM, JavaScript, HTML, CSS, Service Portal, Angular JS, Agile, Glide Scripting, Scrum.**

**# Client: FDC (Florida Department of Correction), Tallahassee, FL**

Duration: June 2018 – July 2019

**Lead ServiceNow Admin /Developer**

**Responsibilities:**

* Configuring the core system, gathering and documenting user, process, and functional requirements, develop technical requirements and workflow customizations for current procedures to improve system capabilities, and Participating in customer meetings and guiding through advanced solutions can be achieved in scoped application.
* Responsible to co-ordinate with stakeholders in **designing, testing and post-production** to ensure that our team meet their requirements and guiding them in development process.
* Designing and Architecting process and various work flow process and integrating various modules.
* Working on various modules of Service Now like **Incident management, change management, and Problem management, Knowledge Management, Service Catalog, User Administration, Reporting.**
* Designing and developing interactive and user-friendly web pages, forms, and catalogs using Boot strap and CSS. Customizing the core system using **business rules, catalog policies, catalog client script, UI actions, Validation procedures using Java Script, jQuery and Glide Scripting**.
* Working on **priority 1 incidents** related to Service Catalog / Request Management.
* ServiceNow application development, including creation and configuration of **Service**
* **Catalogs, Email Notifications, Data imports and exports and Reports.**
* Working with **variables** and **variable sets, UI Actions, UI Policies, UI Macros, Client Scripts and Data Policies** in ServiceNow.
* **Importing** and **exporting** data between Service Now and other systems. Assist in **creation of views** for reporting purposes.
* Performing **CMDB**/**Asset** implementations and transition enterprise-wide CIs/Assets from legacy solutions to Service Now.
* Configuring database connections using **JDBC** Export to execute for **DB2** database and **SQL** performance tuning and ensuring and maintain integrity of the **CMDB** data and performing data collection and data analysis.
* Worked on fixing various **incidents** and used **update sets to push the fixes from one instance to another.**
* Creating **Workflow activities and approvals.** Implementing new **workflows that use a variety of activities to** modify **Orchestration activities** and **catalog items to populate fields** in **Active Directory**.
* Modifying **Orchestration activities** and **catalog items to populate fields** in **Active Directory**.
* Working on ServiceNow **Orchestration** extends the workflow engine to manage processes and to automate things outside of a ServiceNow instance.
* Configuration of **Email Notification** and Alerts to notify users about specific activities in

the system.

* Performing unit **testing**, **analyze test results** and validate application data to meet functional specifications and maintain test plans and production support procedures for software and systems already in place. Prepare **design documents, user manuals, transition documents** and release notes as required by the projects.
* Working on **Asset Management** to automates client **IT asset lifecycles** with workflows and inventory details of hardware devices, as well as software licenses, throughout their lifecycles.
* Working on an asset is deployment, and maintenance activity to perform regular audits, right up until asset retirement.
* Developing strategies to eliminate gaps in existing system while improving performance efficiency and effectiveness. Identifying and eliminating risks associated with proposed processes.
* Integration of the **ServiceNow ITSM platform**, **Jira** and **WorkDay, AWS, Active Directory and other third party Applications**
* Providing advanced support for Service Now Platform by troubleshooting a variety of difficult software problems, implementing bug fixes, and performing root cause analysis. Lead and coordinating with customer technical and functional support.
* Participating in continuous process improvement in all areas of ITSM.

**Environment**: **ServiceNow, JavaScript, HTML, CSS, Service Portal, Angular JS, Agile, Windows, Scrum.**

**# Client: Penn DOT (Pennsylvania Department of Transportation), Harrisburg, PA**

Duration: Sep 2012 – June 2018

**Lead ServiceNow Admin /Developer**

**Responsibilities:**

* Worked on Migration of web application into ServiceNow to maintain process flows and approval activities, and to maintain crash report and ticketing data.
* Responsible for **gathering requirements** and customizing business service catalogs.
* Responsible to co-ordinate with stakeholders in **designing, testing and post-production** to ensure that our team meet their requirements.
* Co-ordinating with **off-shore** development team in **Implementation** of **Service Catalogs**.
* Ability to recognize **potential** and **actual issues**, needs, and opportunities for improvement in the implementation of **ITSM** technologies and service management
* practices, Implementation and configuration of ServiceNow IT Business Management

Modules.

* Expertise in analysis of end user requirements and **business rules** based on given

documentation and worked closely with Stake holders and Business analysts in understanding the current ServiceNow business and technical requirements.

* Maintained the integrity of the ServiceNow tool across **production and non-production**

**environments. Involved in production support for all the ServiceNow related issues.**

* Worked on various modules of ServiceNow like **Incident management, Change**

**management, Problem management, Asset Management, CMDB, Knowledge**

**Management**, **Discovery,** and **Service Catalog, Order guides, User Administration, Reporting and Discovery**.

* Worked on **priority 1 incidents** related to Service Catalog / Request Management.
* ServiceNow application development, including creation and configuration of **Service**
* **Catalogs, Email Notifications, Data imports and exports and Reports.**
* Experience in working with **variables** and **variable sets, UI Actions, UI Policies, UI Macros, Client Scripts and Data Policies** in ServiceNow.
* Provided analysis, design and development of ServiceNow ticketing and **Incident**
* **Management Systems** to support the company’s technical operations and performance

analytics.

* Created new **Business Rules/Script Includes/Client catalog script/Client Script**.
* Design and implement **SLA-Service Level Agreement** and the required **work flow** with

Email notifications.

* Configured Scheduled **Data Import for importing data files from remote server** location.
* Integration of the
* **ServiceNow ITSM platform**, **Jira**, **Active Directory and other third party Applications**
* Worked on ServiceNow **Orchestration** extends the workflow engine to manage processes and to automate things outside of a ServiceNow instance.
* Involved in **LDAP integration** with ServiceNow for obtaining users and groups.
* Created **Update Sets** to migrate customizations from one instance to another instance.
* Involved in designing, development of **Service Portal, Place for Service Catalog,**

**Knowledge base, creating a service ticket**, schedule a call from the service desk and

schedule a time for solving the issues.

* Experienced in complex transform scripts in transforming the data into the **SNOW**

database.

* Configuration of **Email Notification** and Alerts to notify users about specific activities in

the system.

* Responsible to work on the **test scripts** and ensuring execution of implementation

activities.

* Worked on **domain separation for various program areas**.
* Configured multiple forms for **Asset** module using **Configuration Management Database**.

**Environment**: **ServiceNow, JavaScript, HTML, CSS, Service Portal, Angular JS, Agile, Windows, Scrum.**

**# Client: PNC Bank, Pittsburgh, PA**

Duration: March 2012 – Aug 2012

**Role: Java / J2EE Developer**

**Responsibilities:**

* Actively participated in gathering the requirement specifications and responsible for

analyzing, Designing and developing the application.

* Interacted with Business Analysts, Development team and other stakeholders to define

the scope and set the expectations.

* Attended and actively participated in **Scrum** of **Scrum** **meetings**.
* Involved in communicating with other cross functional teams, architects.
* Involved in developing the webpages by using **HTML** and **jQuery**.
* Created **CSS** for various **HTML** pages and, used Ajax functionalities to display the data.
* Involved in presenting the **JAD** session to give the development status as Demo to the

end users.

* Participated in creating **XML** **Schema**, **XML** **template** and **XSL**.
* Design and implementation of custom **Java** and **JSP** code for new rules to be implemented in System Design.
* Written **JDBC/SQL** queries to access the data held by the Oracle database.
* Developed the **GUI** in JSP’s and used **JSTL**.
* Developed struts components such as Action classes, Form beans.
* Used Harvest as a repository and used **ANT** to build the application.
* Extensively used **Ajax** components
* Involved in designing user screens using **XML**, **JavaScript** and **JSP** 2.0 as per user

demands.

* Implemented **Spring** **MVC** framework for business and presentation layer separation.
* Used **Hibernate** as an **ORM** tool for connecting to the database and accessing information.
* Wrote Implementation for various changes and modern designs.
* Devised **UNIX** scripts for minor custom operations.
* Used Clear Case to keep track of changes during development.
* Used **Log4J** for inserting log statements into java code for efficient debugging and testing.

**Environment:**

**Core Java, Servlets 2.5, JSP 2.0, JavaBeans, XML, Struts 1.2, EJB 2.0, Struts, JDBC, Tag Libraries, SQL Server 2005, WSAD 5.0, and Windows XP.**

**# Client: Just Mobile, Ireland - Bangalore, India**

Duration: April 2008 – Oct 2009

**Role**: **Java/ J2EE Developer**

**Responsibilities:**

* Involved in all phases of **Software Development Life Cycle** including requirements gathering, design, development, testing, implementation and production support.
* Worked on **Agile** and **scrum model delivery methodology.**
* Involved in presenting the **JAD** session to give the development status as Demo to the

end users.

* Worked on creating and activating procurement application menu and added modules to the navigator.
* Customized **Master page and site pages** using **HTML, CSS, Java Script** as per business need.
* Design and implementation of custom **Java** and **JSP** code for new rules to be implemented in System Design.
* Preparing and participating in planning of customer **UAT** testing.
* Participated in creating **XML** **Schema**, **XML** **template** and **XSL**.
* Written **JDBC/SQL** queries to access the data held by the Oracle database.
* Used Clear Case to keep track of changes during development.
* Having experience in Java Servlets and Java XML Parsing, Coding.
* Worked on Java EE components Java Server Pages (JSP), Servlets, Enterprise Java Beans (EJB), JAX-RS, JAX-WS, and Java Message Service (JMS).

**Environment: HTML, AJAX, Java Script, Prototype, Web services, SOAP, SQL, XML,**

**Log4j, Integrations, Cloud services, Water fall Methodology.**