Anitha Reddy

CONTACT DETAILS

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TECHNICAL EXPOSURE

Data base
MYSQL

Operating System
MS Windows XP, Linux, Windows10

Languages
HTML, JavaScript, SQL

ITSM Tools
ServiceNow suite

Other
Microsoft Office, Excel

Educational Details
M.Tech in 2017

CAREER OBJECTIVE

Obtain a position as Service-Now Developer where I can exhibit my skills and improving myself by exploring new service now features there by contributing to the growth of the organization.

EXPERIENCE SUMMARY

Having around 3 years of experience in IT industry as a Service Now Developer including requirement gathering, design, develop and implement based on the customer needs with managing several applications on Service Now platform.

- Hands on Experience in Service modules such as Incident Management, ChangeManagement, Problem Management.

- Experienced in creating network flows and modifying the existing workflows according to client requirements.

- Advanced ServiceNow technical skills - **UI Policies, Client Scripts, Script Includes, Business Rules, Mid Server Configuration, ACLs, Import Sets, Transform Maps, Update sets** and **Inbound email actions**.

- Worked to incorporate various features of ServiceNow such as **Flow Designer, Workflows, Events and Notifications, Inbound email actions, Rest Integrations, Scheduled Jobs, Reports.**

- Experience on **Catalog items, Order Guides**, **Record Producer, Workflows, transform maps**.

- Experience in Web-services, Inbound email actions, **Email notifications, Email Templates**, Mail scripts, events creation and Email Integration.

- Understanding of IT Service Management **(ITSM)** and maintain service level agreement **(SLA)** and **SLA Workflow**.

- Experience in communicating with external web services using SOAP messages and REST.

CAREER SUMMARY

- **Organization**: Netfinity Technologies India Pvt. Ltd, Bangalore.
- Working Period: From August 2019 – Till Date
- Role: Developer (Service Now)

PROJECT. NO. 1

NAME	Freedom Finance Network
CLIENT	Freedom Finance Network
ROLE	ServiceNow Admin/Developer

RESPONSIBILITIES

- Worked on Incident Management, Problem Management, Change Management, Knowledge Management and Service Management.
- Used Update Sets for moving group of customizations from one instance to another.
- Worked on Business Rules, Client scripts,Workflows, Scheduled jobs, UI Policies, Data Policies, UI Actions, Script includes, ACLs, Service Level Agreement (SLA), and Email notifications.
- Worked on Upgradation part from one version to another version in Service Now.
- Working on Service Catalog Items, Record producers and Order guide.
- Customizing forms, lists, choices for custom applications based on the requirement.
- Created the email Notifications as per the client requirements.
- Managing Client meetings, CAB meetings and Team review meetings.
- Worked on client side and server side scripting according to the client requirements.

PROJECT. NO. 2

NAME	One Gas Technologies
CLIENT	One Gas Technologies
ROLE	ServiceNow Admin/Developer

RESPONSIBILITIES

- Designed different Catalog items and Record producers.
- Working on Service Catalog Items, Client scripts, Catalog UI Policies, Service Level Agreement (SLA), Inbound Action scripts.
- Customizations to the Catalog Items.
- Customized UI Policies, UI Action, Creating and Customized all the Notifications.
- Working on Forms, Form Layouts, related lists of Service Now.
- Provide Table level and Field level security by Access Control List (ACL).
- Customization of Modules working on Workflows using Service-Now Business Rules, UI actions & UI polices and client scripts.

- Working on Access Controls, Service Level Agreements, Surveys and part of reporting.
- Providing solutions to enhancement requests by developing with JavaScript and implementing workflows on Service Now.
- Regular interaction with client for requirements clarification and for Application.
- Moving of update set from instance to instance.
- Designed different Workflows for Catalog items.

PROJECT. NO. 3

NAME	**BlueScope**
CLIENT	**BlueScope**
ROLE	**ServiceNow Admin/Developer**

RESPONSIBILITIES

- Implemented several modules in ServiceNow as per the client requirement.
- Automated the User On boarding process as per the client requirement by creating an automatic request for new users creating in ServiceNow to provide several accesses to them.
- Created multiple email templates and email scripts and email notifications to customize the tool as per client needs.
- Created and configured multiple SLA's as per the client requirements and also involved in debugging and fixing of complex Scheduled Jobs.
- Extensively worked on Catalog items, Record producers, Order guides, Change Module, Incident Module, Problem module, Knowledge Module, Workflow's, Transform map, Inbound email actions.
- Responsible for providing analysis of problems and resolutions or fixes for the production issues related to Service Now platform within the Service Level Agreement.
- Created scripts like Client Scripts, Business rules, Script Includes, UI scripts and UI Policies, UI Actions, Schedule Job's, email Scripts.
- Created GROUPS for set of users and used them for approval, assignment, receiving notifications.
- Used Access Control Rules for securing and providing the right access to right person.
- Used Update Sets for moving group of customizations from one instance to another.
- Using SCRUM methodology for the development and for defect tracking.

Date: Name: Anitha Reddy