VINOD KUMAR.V

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Profile Summary

- Having overall 5.2 years of experience in the IT and non-IT industry, I have been involved in providing ITIL and IT Service Management Solutions in IT Infrastructure with expertise in the ITSM (Service Now) and have 4.5 years of experience in Service Now.

- Excellent in implementing business logic & and analytical skills.

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

- Experience in creating new Workflows and modifying the existing workflows according to new requirements in an efficient manner.

- Developing and configuring Business Rules and Scripts includes, Catalog Client Scripts, Access Controls, Glide Ajax, and Glide Record.

- Created Users and added the users to groups and assigned them roles.

- Hands-on Experience in creating new Catalogs and variables and variable sets.

- Hands on Experience in the Creation of Client scripts, Business Rules, and UI Policies

- Worked on Service Now in developing and customizing Business Rules and scripting.

- Worked on REST API Integration.

Work Experience

Genesis Infocom Pvt Ltd, Bangalore	**Mar 2023 to till**
RADAR TECHNOSOFT (I), Bangalore	**May 2022 to Feb 2023**
VAGARIOUS SOLUTIONS, Hyderabad	**Sep 2019 to Apr 2022**
QUESS CORP LIMITED, Hyderabad	**Nov 2018 to Jul 2019**

Education

MBA {HR Marketing} FROM JNTU ANANTAPUR

B.Sc Computers from SVU TIRUPATHI

Project Details

Do IT Now

Client: T-Systems ICT, Pune
Role: ServiceNow Admin Developer
Technology Stack: ServiceNow, JavaScript, HTML5, CSS3,SQL.
This project (Do IT Now) has been used internally for employees to order / raise a request on various services like software, hardware, training schedules, booking meeting rooms, products (stationary) through the service catalogs. The main purpose of this project to replace the existing legacy applications for better UI and to improve performance, scalability and to reduce the maintenance cost.
Responsibilities:

- Attended Review Meetings and project meetings, analysed business requirements and

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Key Skills and Knowledge

ServiceNow Developer
ServiceNow Admin

ServiceNow Modules

ITSM
Servicenow Admin
Service Catalogs
Service Catalog Development
Incident Management
REST API
CI Tables
CMDB

Other Skills

SQL
HTML5
JavaScript
CSS3

Tools

Postman
Jira
Confluence

functional specifications and performed service catalog/incident/service level management implementation.

- Have extensive working knowledge in major modules like, Service Catalog (Request)
- Change Management o Incident Management o Notifications Problem Management.
- Worked on Update sets for capturing customizations and transfer of update sets between instances using Update sources/Import XML.
- Implementation and Application Support for Problem Management, Incident Management, Change
- Management, Service Catalog, Email Notifications.
- Created new service catalog items, order guides, record producers and modifying the existing ones as per the new requirement Created workflow activities and approvals using workflow editor.
- Writing Catalog client scripts and UI policies to make client-side changes.
- Creating business rules, UI Policies, Client scripts according to client requirements.
- Writing Script Includes wherever necessary and reusing them instead of global business rules.
- Create and send email notifications in response events and used mail scripts to achieve task.
- Creation and customization of ACL based on the requirements.
- Involved in analysis of end user requirements and business rules based on given documentation and worked closely with tech leads and Business analysts in understanding the current ServiceNow system.

Legacy ITSM
Client: AT&T
Role : ServiceNow Admin cum Developer
Technology Stack: ServiceNow, JavaScript, HTML5, CSS3,SQL.

AT&T Inc. is an American multinational telecommunications holding company headquartered at Whitacre Tower in Downtown Dallas, Texas. It is the world's third-largest telecommunications company by revenue and the largest provider of mobile telephone services in the U.S.
Responsibilities:
- Gathering detailed Business and Technical requirements from customers for the development of service requests.
- Developed and implemented several modules in ServiceNow Personalizing Forms, List, and fields.
- Adding and administering users, groups, and roles
- Implement ServiceNow 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.
- Created UI policies to make a few fields visible, mandatory and vice versa based upon conditions
- Creating and developing roles in a development environment which can be assigned to users based on their functionality thus restricting their access to the entire system
- of ServiceNow and giving them limited access based on the requirement.
- Tremendous problem solving and troubleshooting skills, leadership qualities, strong analytical, organizational, multi-tasking, execution skills and presentation skills with ability to coordinate activities and interact with end user
- 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/role.
- Used Update Sets for moving group of customizations from one instance to another
- Creating custom Tables, Fields and configuring Access Controls over them.
- Work with Workflow Activities and Approvals.