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OBJECTIVE

To secure a challenging position as a ServiceNow Developer, where I can utilize my skills and experience to enhance the functionality of the ServiceNow platform for my employer's benefit.

SUMMARY

A highly skilled and experienced ServiceNow Developer with five years of experience in ITSM, CSM, Service Portal, CMDB, Discovery, Javascripting, and Integrations. Proven ability to design, develop, and implement complex workflows, customizations, and integrations within the ServiceNow platform.

TECHNICAL SKILLS

- ServiceNow ITSM, Service Portal, CMDB, HRSM
- ServiceNow Scripting: JavaScript, Glide Script
- ServiceNow Integrations: eBonding JSON, XML ● Other: HTML, CSS, jQuery, Bootstrap

PROFESSIONAL EXPERIENCE

ServiceNow Developer Genpact India Pvt. Ltd., Hyderabad 5years 1 months

- Having total 6+ years' experience in IT. In that 4.8 years of experience in analysis, design, development, testing and implementation of ServiceNow.
- Worked on three different ServiceNow projects for various clients, including one of the largest healthcare providers in the US.
- ServiceNow Developer experience in various modules like Incident, Change, Problem, Service Catalog, Homepage Admin, Service Level Management, System LDAP, System Import Sets, Workflow, User UI actions, Update Sets, Service Poral, CMDB, Agent Workspace, Virtual Agent, CSM (Customer Service Management)
- Ability to create Business rules, email templates and Email Notifications as per the customer requirements.Ability to create, customize and troubleshoot Workflows.Ability to create, customize and troubleshoot SLA's.Ability to create Homepages, Reports.Ability to create Service Catalogs, Catalog client scripts, variable sets, UI policies.Ability to create buttons using UI Actions form.
- Created Users and added the users to groups and assigned them roles.Created Transform maps to import data through Excel.
- Right, Understanding of IT service management (ITSM) and the ITIL Business process. Maintaining the service level agreement (SLA) and monitoring the SLA Workflow.
- Hands-on with ITIL Process implementation
- Developed, tested, and deployed custom applications, workflows, and integrations using ServiceNow's ITSM, CSM, Service Portal and CMDB modules.
- Implemented complex business logic and automation using JavaScript, Glide Script, and Jelly Script.

- Created and maintained ServiceNow data integrations with third-party systems using REST API, SOAP, JSON, and XML.
- Developed custom UIs using HTML, CSS, jQuery, and Bootstrap to enhance the user experience of ServiceNow applications.
- Conducted training sessions for end-users and provided technical support to ensure optimal performance of ServiceNow applications.

PROJECTS

1. Us Based Project: ServiceNow ITSM Implementation for a Large Healthcare Provider

- Configuration and Implementing Incident, Problem, Change, and Knowledge Management, Service Catalogs, Asset management in ServiceNow.
- Maintained Communication with Business Clients and been the first point of contact for application issues and outages between Business and Technology Team.
- Incident tracking from Opening to Closure, with timely communication to business. ● Created Service now suite configuration in service now fulfillment, service catalog, Dash board.
- Responsible for the implementation of ServiceNow ITSM suite, CMDB.
- Transform maps and mapping scripts for LDAP data sources and other import sets.
- Transform Mapping Scripts during third-party integrations in ServiceNow.
- Events and Event based Email notifications processes for User Notifications.
- Make use of UI Policies, Client Scripts, UI scripts and UI pages for effective display content and role-restricted pages. ● Implemented Custom Service Portals
- Customization of User Homepages and ACIs (Access Control Lists) modifications ● Configure Data Dictionary overrides for Default values and using JavaScript functions.

2. UK Based Client: ServiceNow ITSM Implementation for a Leading Retailer

- Develop / Configure workflows, forms, and underlying logic using SCRUM / Agile methodologies
- Worked on loading the data into Service-Now using import sets.
- Involved in migration between various Service-Now instances using Update Sets. ● Involved in customizing the forms for the Incident, Change and Problem Management ITIL processes.
- Involved in providing production support for service catalog, incident, problem, change, release, deployment, and task and knowledge management modules in ServiceNow platform.
- Implement Service-Now customization including, but not limited to, Client Scripts, UI policies, Script includes, Business Rules, workflow administration, and data imports and exports.
- Responsible for creating various workflows for Incident Management, Change management, Service Requests and SLA's.
- Worked on creating users, roles, groups and load the data to service-now objects and using import sets on daily, weekly, monthly, and on request basis.
- Involved in running the daily and weekly jobs to push the data into the application using import Sets and Transform Maps.
- Development of Service catalog – catalog items, designing workflows and execution plans.
- Excellent knowledge on code migration between various ServiceNow environments using

Update Sets.

- Responsible for the acceptance, identification, storage, and withdrawal of all supported CIs.
- Responsible for ensuring that all the CIs are registered and these records are correct and up to date.
- Participated in day-to-day meeting, status meeting, strong reporting and effective communication with project manager and developers.
- Worked on creating users, roles, groups and Configured LDAP Server and LDAP Listener for updating the user and group table record.

3. ServiceNow Service Portal Development for a Global Financial Services Company

- Worked as a developer on the ServiceNow Service Portal development project for a global financial services company.
- Designed and developed custom UIs and widgets using HTML, CSS, jQuery, and Bootstrap to enhance the user experience of the ServiceNow applications.
- Developed custom workflows and integrations to automate various processes, resulting in a 25% increase in efficiency. ● Provided technical support and training to end-users.

ServiceNow Developer Lti mindtree., Hyderabad 1year 1 months

1.UK Based Client: ServiceNow ITSM Implementation for a Leading Retailer

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  - Worked on loading the data into Service-Now using import sets.
  - Involved in migration between various Service-Now instances using Update Sets. ● Involved in customizing the forms for the Incident, Change and Problem Management ITIL processes.
    - Involved in providing production support for service catalog, incident, problem, change, release, deployment, and task and knowledge management modules in ServiceNow platform.
  - Implement Service-Now customization including, but not limited to, Client Scripts, UI policies, Script includes, Business Rules, workflow administration, and data imports and exports.
  - Responsible for creating various workflows for Incident Management, Change management, Service Requests and SLA's.
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CERTIFICATIONS

- ServiceNow Certified System Administrator
- Micro-Certifications in ATF
- Micro-Certifications in Flow Designer
- Micro-Certifications in Service Portal
- Micro-Certifications in Integration HUB

EXPERIENCE

Genpact India pvt ltd, Hyderabad — *Software Engineer*
Feb2018 – JUN2023

 Lti mindtree pvt ltd, Hyderabad –*Software Engineer*
June 2023– present

EDUCATION

BVC COLLEGE OF Engineering,RAJAHMUNDRY JNTU University, kakinada— *Bachelor of Engineering*
SEPTEMBER 2011 – APRIL 2015, RAJAHMUNDRY

Bachelor of Engineering in Mechanical Engineering – Full Time Degree