



**Name:**Sunkanna

**Mobile:** +91 8328282492

**Email:**balaganisunkanna@gmail.com

**Service Now Developer/Admin**

---

## **Technical Skills/Experience Summary:**

- Having **5+ years** of Total Experience in IT Industry with 4 years of Service-now Developer/admin.
- Foundation user data load using import sets and transform maps.
- In-depth knowledge of the technical implementation of **Incident Management, Change Management, Problem management, Knowledge Management, Service Catalog, Reporting.**
- Expertise on creation of **workflows for Service Catalog items** in Service Now
- Functional knowledge and implementation experience of **IT Service Management (ITSM)** frameworks and demonstrated project management skills and experience working directly with customers and clients.
- Creating announcements in portal as per the client requirements.
- Managing time schedules for Connect chat queues administration for service desk.
- Configuring Applications using Service-Now tool with **ITIL and ITSM.**
- Experience in creation of Email Inbound actions.
- Service Now **Administration** and Production support including maintenance of lower life cycle instances.
- Functional knowledge and implementation experience of **ITSM** frameworks.
- Leveraging knowledge and experience to deliver end-to-end methodologies within Service Now, which includes architecting technical implementation of **IT Infrastructure Library (ITIL)** processes, organizing and prioritizing development effort, interfacing with vendors and management, and coordinating effort of administrators.
- Understanding of IT service management (**ITSM**) and the **ITIL** business process. Maintain service level agreement (**SLA**) and monitor an **SLA** workflow.
- Experience in creation of reports and scheduling.
- Experience in customizing the form layouts as per the business needs.
- Hands On experience in using existing methods and procedures to create possible solutions to moderately complex problems.
- Experience in Implementation, Integrations and Configuration of different modules of Service-Now.
- Experienced in the **System Development Life Cycle (SDLC)** processes including customer requirement analysis and system design.
- Experience in creating custom business applications.
- Create an access control rule (**ACL**). Use of scripting tools and Service Now functionality to create script to automate routine tasks being done in Service Now.
- Strong team player, ability to work independently and in a team as well, ability to adapt to a rapidly changing environment, commitment towards learning.

**Education Details:**

- B-tech from Osmania University, Hyderabad.

**Experience:**

- Working as Application developer in Fujitsu consulting India Pvt Ltd , from Mar2022 to Till Date.
- Worked as Associate consultant in Chemol Technologies , from 2018 Nov to 2022.

**Technical Skills:**

Service Now	Change Management, Incident Management, Problem Management, Service Catalog, Integration with Third Party Tools, Configuration Management, Reporting and Integrations, Client Side and Server-Side Scripting, Client & Server API's, Glide Aggregate, Glide Record, Administration, Reporting, Email Notifications, Creating/Editing Home pages, Personalizing Forms.
Business Analysis	ServiceNow
Processes Model Tools	MS Office Suite 9X/2000/XP (PowerPoint, Word, Excel, Access, and Outlook), Banner, Lotus Notes, MS Outlook.
Methodologies	Agile Modeling, SDLC model.

**Project Details:**

**Project: 4**

Project Name	FFO(Flex Force Optimization)
Duration	MAR 2022 – till date
Team Size	25
Role	Application Developer
Project Specific Skills	ServiceNow Developer

Description of the Project	Flex Force Optimization is a <b>simple plug-in to ServiceNow Field Service Management</b> . To create an optimal schedule, it factors in: your own data; information on external factors (like traffic and weather); and the specific aims of your business.
Responsibilities	<ul style="list-style-type: none"> <li>• Hands-on expertise implementing <b>end-to-end Service Catalog, Incident Management, Change Management, Release Management, Problem Management, Configuration &amp; Asset Management, Knowledge Management</b>.</li> <li>• Participated in <b>business meetings</b>.</li> <li>• <b>Gathered requirements</b> from the <b>Business Team</b> and created <b>technical, functional specification documents</b>.</li> <li>• Created innumerable new <b>Service Catalog items, Order Guides, Record Producers</b> and modified various existing ones as per the user specifications.</li> <li>• Created <b>Order Guides</b> for New Employee and Contractor On boarding, Terminating Employee and Transfer of Employees.</li> <li>• Designed and developed several <b>Standard Workflows</b> which can be re-used for various catalog items .</li> <li>• Worked on the <b>Enhancement</b> backlog (backlog items).</li> <li>• Developed and configured <b>Business Rules, Script Includes, UI Policies, Catalog UI policies, UI Pages, Style Sheets, Catalog Client Scripts, Client Scripts, UI Actions</b> etc.,</li> <li>• Hands on expertise in development using <b>HTML, JavaScript, CSS</b> and <b>Angular JS</b>.</li> <li>• Handled <b>Production Releases</b> every two weeks.</li> <li>• Developed necessary development <b>documentation</b> as needed (e.g. technical design, developer notes, etc.)</li> <li>• Generating weekly <b>reports</b> and <b>metrics</b> for IT management.</li> <li>• Involved in <b>integrating</b> third party tools using <b>web services</b>.</li> </ul>

**Project Details:**

**Project: 3**

Project Name	Aurobindo Pharma
Duration	JAN 2021 – f
Team Size	18
Role	Associate Consultant
Project Specific Skills	ServiceNow Developer

Description of the Project	<b>Aurobindo Pharma Limited</b> a pharmaceutical manufacturing company headquartered in HITEC is City, Hyderabad, India. The company manufactures generic pharmaceuticals and active pharmaceutical ingredients.
Responsibilities	<ul style="list-style-type: none"> <li>• Hands-on expertise implementing <b>end-to-end Service Catalog, Incident Management, Change Management, Release Management, Problem Management, Configuration &amp; Asset Management, Knowledge Management.</b></li> <li>• Participated in <b>business meetings.</b></li> <li>• <b>Gathered requirements</b> from the <b>Business Team</b> and created <b>technical, functional specification documents.</b></li> <li>• Created innumerable new <b>Service Catalog items, Order Guides, Record Producers</b> and modified various existing ones as per the user specifications.</li> <li>• Created <b>Order Guides</b> for New Employee and Contractor On boarding, Terminating Employee and Transfer of Employees.</li> <li>• Designed and developed several <b>Standard Workflows</b> which can be re-used for various catalog items .</li> <li>• Worked on the <b>Enhancement</b> backlog (backlog items).</li> <li>• Developed and configured <b>Business Rules, Script Includes, UI Policies, Catalog UI policies, UI Pages, Style Sheets, Catalog Client Scripts, Client Scripts, UI Actions</b> etc.,</li> <li>• Hands on expertise in development using <b>HTML, JavaScript, CSS</b> and <b>Angular JS.</b></li> <li>• Handled <b>Production Releases</b> every two weeks.</li> <li>• Developed necessary development <b>documentation</b> as needed (e.g. technical design, developer notes, etc.)</li> <li>• Generating weekly <b>reports</b> and <b>metrics</b> for IT management.</li> <li>• Involved in <b>integrating</b> third party tools using <b>web services.</b></li> </ul>

## Project: 2

Project Name	ABB
Duration	Jun 2018 – Dec 2020
Team Size	22
Role	Technical Analyst
Project Specific Skills	ServiceNow Developer
Description of the Project	<b>ABB Ltd</b> (German: <i>ABB AG</i> , French, Italian, Romansh: <i>ABB SA</i> ), formerly <b>ASEA Brown Boveri</b> , is a Swedish–Swiss multinational corporation headquartered in Zürich, Switzerland, operating mainly in robotics, power, heavy electrical equipment, and automation technology areas. It is ranked 341st in the Fortune

	<p>Global 500 list of 2018 and has been a global Fortune 500 company for 24 years. Until the sale of its electricity division in 2020, ABB was Switzerland's largest industrial employer. ABB is traded on the SIX Swiss Exchange in Zürich, Nasdaq Stockholm and the New York Stock Exchange in the United States.</p>
<p>Responsibilities</p>	<ul style="list-style-type: none"> <li>✓ Gathering requirements from documentation provided by FIS China and by interacting with FIS China team.</li> <li>✓ Played key role in the development and support of Infrastructure Deployment Catalog in the Service Catalog to acknowledge and process all the build requests effectively.</li> <li>✓ Created Web application of Service Catalog based on access specifiers.</li> <li>✓ Creation of catalog Items with Variables and Variable sets.</li> <li>✓ Creation of Workflows and Execution plans for the catalog items.</li> <li>✓ Creating approvals in workflows and execution plans.</li> <li>✓ Creation of UI pages for a better visual appearance in catalog items.</li> <li>✓ Creation of catalog items using variables and workflows.</li> <li>✓ Customizing the forms and Lists of Incident and Problem Management tables.</li> <li>✓ Writing Business rules, Client scripts, UI actions and UI Policies as per the client requirement.</li> <li>✓ Involved in Incident Reporting and Change reports to track process of repairs and determine the current quality of the application.</li> <li>✓ Written Script to build an application with a systematic approach.</li> <li>✓ Using update sets, UI scripts, Notifications as part of customizing the ServiceNow.</li> <li>✓ Using Transform maps to import Data to Configuration Management.</li> <li>✓ Maintaining product catalog to import the configuration item records.</li> <li>✓ Importing the Data in different formats (excel, csv, xml) via attachments.</li> <li>✓ Writing Data Sources, transform maps and properly analyzing coalesce to avoid duplicates.</li> <li>✓ Making sure that asset table mandatory fields are filled while importing.</li> <li>✓ Moving Update sets from one environment to another environment.</li> </ul>

**Project: 1**  
**Hyperion Project Details:**

<p>Project Name</p>	<p>OCR</p>
---------------------	------------

Duration	Jan 2018 to May 2018
Team Size	6
Role	Associate Engineer
Project Specific Skills	Hyperion Essbase
Description of the Project	The Omni Channel reporting project will deliver a new, system-driven Omni Channel reporting tool to be used by Finance and the rest of the business. This will simultaneously provide sales, margin and costs in Product, Channel, Catchment, Distribution Centre and Fulfilment views, with easy 'slice and dice' and 'drill down/up' functionality. It will also provide visibility of the data used to drive the allocation of the P&L lines. It is anticipated that the new tool will be used for at least the next three to four years.
Responsibilities	<ul style="list-style-type: none"> <li>✓ Creating application and database in Essbase.</li> <li>✓ Identifying and prioritizing system enhancements and developing specifications for Hyperion Applications that meet the business requirements.</li> <li>✓ Creating the master data Flat files and importing the file in to outline.</li> <li>✓ Optimized the Outline before it's becomes operational.</li> <li>✓ Optimized the calculation scripts and Data retrieval.</li> <li>✓ Resolving data load issues from BSO to ASO</li> <li>✓ Resolving ASO Dimension Solve order Issues.</li> <li>✓ Resolving Block creation issues and Clear slice of data in data base.</li> <li>✓ Fragmentation technique is used to reduce the disk space and increase the calculation performance.</li> <li>✓ Custom setting type of compression, data cache, calculator cache settings, allocation of dense /spare configuration relating to hourglass model to have optimum database block size.</li> <li>✓ Perform monthly/Weekly/daily job runs troubleshoot issues that arise in the run Developed Automation Scripts for Essbase artifacts Backup Using LCM utility.</li> <li>✓ Developed Automation Scripts in Maxl for Incremental Data loading and Export Data.</li> <li>✓ Involved in day-to-day administrative activities such as managing users on the Essbase server, planning server, identifying and resolving problem.</li> <li>✓ Worked with the Oracle support to resolve the issues and also maintained the Metal link for updating the SR requests.</li> <li>✓ Created groups and user privileges and global security settings for Essbase and Planning.</li> <li>✓ Designing Excel reports to user, Excel Macros are implemented for retrieve.</li> </ul>