Swathi Gade

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SERVICENOW DEVELOPER

Details

Hyderabad, India
+91 7702293929
swathigade09@gmail.com

Skills

ServiceNow Developer

ServiceNow ITSM

ServiceNow Integrations

ServiceNow Platform
Administration

Java Script

HTML/CSS/ JavaScript

ITSM (Change, Incident and
Problem Management)

Strong problem-solving and
Communication skills

Agile/Scrum Methodologies

ITIL/ITSM

ServiceNow Platform
Administration

Profile

5 years of technical expertise on ServiceNow platform, Proficient in IT Service Management (ITSM) and Integration. Instrumental in establishing and achieving challenging goals across multiple projects from conception to completion. Commendable expertise in ServiceNow catalog management and ServiceNow upgrade.

Employment History

ServiceNow developer at Franklin Templeton Investments, Hyderabad
JAN 2022 — Till Date

Following the story process to develop and deploy the code in development to production environments.

Interacting with Functional/Product owners on day-to-day basis to understand the business requirements.

Scripting/Customization Knowledge in ServiceNow.

Basic Knowledge of ServiceNow Integration with Microsoft Teams using Virtual Agent.

Developed catalog items, record producers.

Integration with multiple tools to save and process the records from third party to ServiceNow tables.

Knowledge on Service Catalog, Order Guides, Record Producer, Workflow and transform maps.

Experience on client-side scripting such as UI Policies, Client Scripts, UI Action, UI macros and server side scripting such as business rules, script includes.

Worked on Email notifications, inbound email actions

Worked on Incident, Change, Problem and Knowledge Management streams.

Knowledge on SLA definitions and Metrics.

Worked on ACL's.

Process Executive at Nvidia Graphics pvt ltd, Hyderabad
SEPTEMB ER 2017 — AUG US T 2021

Developed Service Catalog items, Order guides, Record producer, UI Policies, UI Actions, UI Macros, ACL's, Client Scripts, Business Rules, Script includes, views.

- Developing inbound actions and notifications.
- Work on Configuring SLA &reports.
- Developing workflows and to maintain error free instance.
- Worked on a defect that comes for service catalog and request management.
- Request management include the work of automation for required changes on RITM form.
- Coding and review findings as per the best practices of ServiceNow.
- Onsite - offshore communication and co-ordination.
- Update set capturing and moving customizations to different instances. Developed Service Catalog items, Order guides, Record producer, UI Policies,UI Actions, UI Macros, ACL's, Client Scripts, Business Rules, Script includes, views.
- Work on both custom and standard catalog items.

- Developing inbound actions and notifications.

- Work on Configuring SLA &reports.

- Developing workflows and to maintain error free instance.

- Works on defects that comes for service catalog and request management.

- Developed Service portal which helps end user to track and submit the request.

Education

Master of Computer Application, JNTU, Hyderabad
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