Summary:

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□ Around 6.5 years of experience in Servicenow development, providing solutions for phases of Software Development, admin and Implementing and involved in deployment activities □ Certified Servicenow Admin (Madrid)

□ Worked on multiple integrations Jira/OpManager/Google drive.

□ Worked on custom application launch /stream etc.

□ Experience in working on projects with Waterfall and Agile methodologies such as Test - Driven Development (TDD) and Scrum.

□ Experience on basics of PPM/Event Management.

□ Worked on latest upgrade of ServiceNow ATF (Automated Test Frameworks) to run test suites for All module

□ Configuration/Customization of the ServiceNow system, including creating workflows □ Build service requests from customer requirements including requests, request items and tasks using workflows -to manage data flows from the customer to the support teams providing the service

□ Experience in working on projects with Waterfall and Agile methodologies such as Test -Driven Development (TDD) and Scrum

□ Experience in technical implementation of ServiceNow modules such as Incident Management, Problem Management, Change Management, Knowledge Management and Service Catalog □ Designed and developed Client Scripts, Business rules, ACLs and JavaScripting in ServiceNow. □ Experience in Integration in Service Now with various external Web Services also

□ Experience in configuring in Email notifications in Service Now, UI Pages, UI Macro, Scheduled jobs, Script includes, Events

□ Experience in creating Business rules, Client Scripts, UI Policies, UI Actions using JavaScript. □ Configured MID Server to import data from External Sources

□ Involved in 24/7 on-call rotation for production support. Involved in providing training to offshore team

□ Highly motivated team player with ability to solve problems, organize and prioritize multiple tasks.

□ Zeal to learn new technologies and believes in giving the best in challenging environment. □ Good at Documenting and Understanding User requirements and System Specifications □ Good Communication and presentation skills, Client handling

Education:

Masters of Computer Application (MCA) in Kakatiya University.

Computer Skills:

Operating System : Microsoft Windows 7/8.1
Database : MS SQL
Programming languages : C, C++, Java (Jse).
Tools / Framework : ServiceNow, Remedy, ADDM
Reporting Technology : SAP BO, ServiceNow reports

Company Name: MPL TECHNOLOGIES LTD.

Projects:

Client Name: ServiceNow

Name : SAM ReclamationI**(MPL TECHNOLOGIES LTD)**
Environment : ServiceNow (San Diego)
Description : SAM software asset management tools as products that help optimize software and SaaS spend while supporting the automation of tasks required to maintain compliance with software license and SaaS subscription. Create a direct Integration profile or Connect an SSO application, a reclamation rule is automatically created for the software and review reclamation rule to ensure. Reclamation rules define the minimum amount that a subscription must be used. If the subscription doesn't have any activity within a specified time limit. It's added to the list of reclamation candidates. User activity is defined differently for each integration. Only one of the listed actions is required to occurs within the time limit not all of them.

Roles & Responsibilities:
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● Created the Direct integration.

- Created scheduled job to pull all the alarms and push to event table.
  - Processing the entire event through alert management.

Name : **Aspen(MIRACO ITSERVICES PVT LTD)**

Environment : ServiceNow(New York)

Description : Aspen a south African pharma company. Implemented multiple modules for them.Event Management /PPM/Custom Application.

Roles & Responsibilities:-

- Integrated OpManager through Rest message
- Created scheduled job to pull all the alarms and push to event table.
- Processing the entire event through alert management.
- Launch Management (a custom application) for launch of a new medicine.

Name : **Chole Haan(MIRACO ITSERVICES PVT LTD)** Environment : ServiceNow (New York)

Description : Chole Haan a luxury brand that manufactures shoes and bags. An ongoing implemented project. Domain separated instance.

Roles & Responsibilities:
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- Integrated ServiceNow with jira through rest.
- Implemented CMDB dashboard for them.
- Tacking daily new enhancement like creating new catalog, new ci additions.

Projects:

Name : **Campari(MIRACO ITSERVICES PVT LTD)**Environment : ServiceNow (Madrid)

Description : ServiceNow Implementation from scratch. Integration with different tools. Campari a leading alcohol company of Italy.

Roles & Responsibilities:
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- Working as a Developer for IPC Operations (Incident/Problem/Change) Development.
- Prepared FRS documents for IPC modules and customer on boarding.
- Created User, Groups, Roles, Locations and custom application data manually and using Import Sets as well.
- Did migration activities using Update Sets.
- Created many custom Applications and respective Business Rules, Client Scripts, UI Policies and Data Policies.
- Created Catalogues, Categories, Items, Order Guides and Record Producers.
- Created many workflows, SLA's and ACL's.
- Created the user Manuals, Test Case Documents, Requirements documents.
- Performed Integration with Web Services.
- Created Many Notifications, Choice Lists, in & out Bound Email configuration.
- Defined Scheduled Reports, Data base Views and Schedule Jobs.
- Created Client Scripts, Glide Ajax and Scripts Include.
- Did Assignments Rules and Reference Qualifier.
- Capturing all the technical enhancements into the update sets and moving those updates to different instances like Stage, QA, and Pre-PROD& Production.

Name : **Dexter(MIRACO ITSERVICES PVT LTD)**Environment : ServiceNow Ongoing project (MSP, London) Description : The Company provides innovative automotive interiors that help make driving more comfortable, safe and enjoyable. For buildings, it offers products and services that optimize energy use and improve comfort and security. Johnson Controls also provides batteries for automobiles and hybrid electric vehicles, along with systems engineering and service expertise.

Roles & Responsibilities:-
- Working as Administrator for entire account which includes giving access controls, creating new groups depending on client requirement.
- Attending daily calls with client, monitoring all CTASK activities.
- Working all enhancements raised by internal and external teams which includes client scripts, Business rules, UI

policies and ACLS.

- Working on automate and manage policy compliance life cycle and track compliance activities on daily basis.
- Continuously monitor, detect, access, mitigate and remediate risks in vendor echo system.
- Worked on Service catalogue creating and giving access to new items requests, including record producers and order guides.
- Worked as report admin role while creating real time dashboards and reports to detect failing critical controls between assessments.
- Well versed with workflows and creating custom tables depending on the client requirement.
- Worked on creating SLA definitions on different Priorities.
- Focused on deliverables, zero failures in all activities.

Name : Cummins(MIRACO ITSERVICES PVT LTD) Environment : ServiceNow (Istanbul, support on live project) Description : **Cummins** is an American Fortune 500 corporation that designs, manufactures, and distributes engines, filtration, and power generation products. ServiceNow Support.

Roles & Responsibilities: -

- Worked as support for ServiceNow as well as admin work.
- Managed users, groups and roles.
- Managed datawith Tables,the CMDB, Import Sets, and Update Sets.
- Handling daily request.

Name : Dry Ice(MIRACO ITSERVICES PVT LTD)

Environment : Remedy 8 and Remedy 9.1

Description : HCL'S in house project

- Was part of upgrade team
- Managed user details.
- Handling daily work orders, incidents, change requests.
- User notification
- Worked on service request
- Creating reports on SAP BO
- Checking scheduled jobs

Declaration: It is hereby declared that if any information provided by me is found incorrect then the company or firm has right to disqualify me.

 (Bhagya Laxmi)