Veeresh *Service-Now Developer*

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📞 9880470886/6362686261

📍 Currently working in KPMG Bangalore

💼 Professional Experience

Associate consultant   11/2019
As a Developer ServiceNow practice having experience primarily in the   KPMG, Bangalore
implementation, configuration of ServiceNow solutions. Experienced in scripting,
analytical and problem-solving skills.

🧠 Skills

Programming and scripting languages
- Javascript
- CSS
- HTML

ITSM
- Incident
- Problem
- Service Catalog

GRC
- Policy Risk and Compliance Management
- Audit Management
- Privacy Management
- Regulatory Change Management

Project Portfolio Management
- Demand Management
- Project Management

📑 Certificates

Certified System Administrator
Tokyo Delta

Certified Implementation Specialist - IT Service Management
Tokyo Delta

Certified Implementation Specialist - Risk and Compliance
Tokyo Delta

🏠 Volunteer Experience

Hackthon, *Developer*

Innovations Service-Now, *Volunteer*

📂 Projects

ITSM Service-Now, *Internal project*

Project overview:
This is an implementation project configured the ITSM module worked on service catalogs, Incident, Problem flow as per client requirement.

Responsibilities:
- Created catalog items for different products. configured notifications, inbound email actions.
- Experienced on incident, problem workflow.
- Client scripts and UI policy for client-side validations.
- Configured Reports and transform map to import data.
- Helped in creating survey, order guides, Notifications, Emails script.

GRC Risk and Compliance Management, *for Netherlands Banking client*

Project overview:
This is an implementation project configured the RCL, RCSA, CT and IAM.

Responsibilities:
- Worked on importing foundation data Control objective, Risk statements.
- Experienced on control and risk workflow.
- Configured access level restrictions for end users and Business roles
- Experienced on Risk and compliance workspace to configure form actions, list action
- Custom IRM portal is created were in added policy and risk library widgets
- Experienced on policy acknowledgement flow were created couple of audience.

GRC Audit Management Service-Now, *Internal project*

Project overview:
This is an implementation project configured the Audit management module helped in understanding Engagement and Issue management flow.

Responsibilities:
- Configured multiple query business rules to segregate the data.
- Created UI pages for import and export of entities, audit tasks.
- Experienced on Audit workspace to configured form actions, list actions.
- Created record producers to onboard External auditors for control testing.
- Helped in configuring control test and Evidence request.

PPM Service-Now, *Internal project*

Project overview:
This is an implementation project configured the PPM module worked on Demand management, project management.

Responsibilities:
- Worked in configuring workflow for Demand based on client requirement.
- Configured UI pages for import and export of Assessment results.
- Experienced on Idea portal helped to add multiple categories and access related to the portal.
- Helped in access level configurations on demand form and created UI action to navigate to assessment responses.
- Worked on sending approvals dynamically based on group users. And respective notifications to the approval.

GRC Risk & Compliance Management, *Telecommunication and technology client*

Project overview:

This is an implementation project worked on Policy and Compliance Management, Audit Management, Risk Management, Privacy Management, Regulatory Change Management.

Responsibilities:

- Worked as a developer worked on risk and compliance management flow.
- Created Attestation templates for Risk & Control flow.
- Experienced on Privacy Management workflow were in defined privacy controls.
- Configured Regulatory Change Management workflow.
- Helped in configuring Advanced Risk Assessment Methodology.

🎓 Education

Bachelor of engneering, *Basaveshwar engineering college Bagalkot*   2019
Completed ServiceNow Training   VTU Belagavi, India