G JAGADEESH

jagadeeshreddyjgr@gmail.com, +917975631980

SUMMARY:

- Overall 5.6 years of professional IT experience. Service-Now Developer with 3.4 years of Experience.
- Deep technical expertise on implementation of Service Catalog, Reporting, Incident Management, Configuration Management and Integrations.
- Have worked across platform modules like ITSM, mid servers' installations.
- Handled Integrations - ServiceNow with 3rd party applications using REST Web Services and SOAP Web Services.
- Expertise on configuring Business Rules, Script Includes, UI Policies, UI Action and Client Scripts, Notifications.
- Created various Workflows for Service Requests. Experience working with email notifications, Inbound actions, Reports and Dashboards.
- Experience in creation of Catalog items, Record Producers and Order Guide.
- Worked with Transform maps, Data sources and different transform scripts for data loads and management Working on dashboards development projects design to delivery.
- Enhancing the ServiceNow functionality by customizing JavaScript code to support new business needs.

SKILLS AND TECKNOLOGIES:

- Service Now   : Incident, Service Catalogs, SOAP and REST API Integrations
- Programming Languages : Java Script
- Web Technologies   : HTML, CSS

EXPERIENCE:

- **Fidelity Business Services India Pvt Ltd Dec 2021 – Present**
  Designation: Servicenow Developer

- **Visionet Systems Pvt Ltd Oct 2020 - Dec 2021**
  Designation: Senior Associate

- **Quess Corp LTD Apr 2018 - Feb 2020**
  Designation: Associate

PROJECTS:

SitusAMC

- ❖ ServiceNow Developer Jan 2022 - Present
- ❖ **Skills used**: Service Catalogs, workflows, REST integration, Custom Applications

Roles & Responsibilities:

- ➢ Creation of new service catalog items as per the new requirement.
- ➢ Developing and configuring Business Rules, Script Includes, UI Polices and Client Scripts, etc.
- ➢ Designing new workflows according to business requirements.
- ➢ Following agile process to develop and deploy code in development and production environments.
- ➢ Creation of new service catalog items, order guides, record producers and modifying existing ones as per the new requirement.
- ➢ Developing and configuring Business Rules, Script Includes, UI Polices, Catalog Client Scripts and Client Scripts, etc.
- ➢ Designing new workflows and modifying existing workflows according to new requirements.
- ➢ Creating custom tables, fields and configuring Access Controls List.
- ➢ Created Notifications by making use of Email Scripts, Email templates and Events.

WFG national title insurance

- ❖ ServiceNow Developer Nov 2020 - Dec 2021
- ❖ **Skills used**: Service Catalogs, Record Producers, workflows, Integration and ACL

Roles & Responsibilities:

- ➢ Created Record producers and modifying existing ones as per the new requirement.
- ➢ Involved in Requirement analysis and Data Analysis and Business analysis of Existing systems and utilized capabilities of Tableau such as Data extracts, Data blending, forecasting, Dashboard actions and Table calculations.
- ➢ Completely involved in the requirement analysis phase.

- Involved in Requirement analysis and Data Analysis and Business analysis of Existing systems and utilized capabilities of Tableau such as Data extracts, Data blending, forecasting, Dashboard actions and Table calculations.
- Created schedule reports to send daily base notifications.
- Created the reports and made them displayed on dashboards and homepages.

Academic Qualification:

- **BSc Computer Science** from C V R M Degree College, V Kota, affiliated to SV University in the year 2014.
- **12th,** from Govt Junior College, Santhipuram, Board of Intermediate Education in the year 2010.
- **10th**, from Z.P high School, Cheldiganipalli, in the year 2008.

PERSONAL DETAILS:

Name	G Jagadeesh
Father Name	Gurava Reddy
Gender	Male
Marital status	Single
Nationality	Indian
Date of Birth	01/05/1993
Languages Known	English, Hindi, Kannada & Telugu

DECLARATION:

I hereby confirm that the information given above is true to the best of my knowledge.

Date :
Place : Bangalore   **(G JAGADEESH)**