

# BHARATH B

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## Profile Objective: -

Experienced ServiceNow Developer and IT Developer with 4+ years experience with IT 3+years into ServiceNow. Hands on with ITSM, ITOM, ITBM, GRC & CSM. Currently looking for an organization with an opportunity to improve my skills and knowledge. Immediate joiner.

## Expertise Summary:-

- Experience in development/customization of the core applications such as Incident Management, problem management, Change management, Knowledge Management, Service Catalog etc.
- Worked on CSM (Customer service management) enabling the roles to business customers.
- Hands on with CMDB and knowledge on CMDB CI Health Dashboard and importing the data into CMDB CI Tables.
- Hands on the Scripted Transform maps as On before and On After.
- Handling the clients with Requirements, Solutions and knowledge sharing in Service Now.
- Experience into Demand management, Agile Management related to ITBM.
- Good exposure to all areas of SDLC (requirement, analysis, design, development, test, implementation and maintenance.
- Good experience in Server and Client-side scripting in Service Now.
- Extensive experience in implementation of all validation scripts in ServiceNow.
- Experience in Integration using web services in ServiceNow.
- Experience in Notifications, Events, Inbound & outbound emails, Reports, Workflows, Flow designer, SLA configurations, Schedule Jobs.
- Understanding of ITIL/ITSM/ ITOM processes.
- Experience in working with Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Access Control Lists etc.
- Experience working with email notifications, inbound actions, reports, gauges, and home pages.
- Good experience into servicenow security
- Worked on Integrations i.e, Rest API with JIRA Integration.
- Experience on creation of Catalog items, record producers, Order guide.
- Working on creation and customization of complex workflows and custom workflow activities.

## Educational Qualification:

- Bachelor of Business administration, Vizianagaram, Andhra Pradesh (2018).
- Intermediate from Gayatri Junior College, Vizianagaram, Andhra Pradesh (2015).
- Board of Secondary Education from ZPH High School, Bhyripuram, Andhra Pradesh (2013).

## Certifications:-

- Certified ServiceNow Developer – CSA
- Micro Certifications – ATF
- Micro Certifications – FLOW DESIGNER

## **Employment Details: -**

### **April 2019 – Present**

Working as **Software developer** with **Guidehouse** Ind pvt ltd since April 2019 to till date.  
Chennai

## **PROJECT ROLES & RESPONSIBILITIES:**

**Client: Telecom Customer**

**Role – ServiceNow Developer**

### **Responsibilities:**

- Worked on CMDB created identification and reconciliation rules to update CMDB CI's
- Maintaining CMDB health Completeness, Correctness and Compliance
- Worked on change tasks to update CMDB
- Worked on CMDB requests to insert or update CI into CMDB
- Created transform maps mapped fields and created transform map scripts to update CDMB.
- Also worked for External Customers where we need to give access to mail or chat via CSM
- Developed Incident, Service Level Management (SLM) and Service Catalog modules.
- Process flow is configured for Incident Management based on various states of ticket.
- Generic Workflow designed for Service Catalog items as per client requirements.
- Notifications configured on Incident management to send mails to responsible persons at different stages.
- Worked on CSM where the roles and approvals are enabling to business customers.
- Client scripts, Business rules, UI Policies, Access Controls and UI Actions are written to provide validations and buttons and to limit access privileges in Incident, Service catalog modules.
- Worked on ITBM. As worked in event management.
- Imported the data to CI Tables via XML as per the client requirements. Worked on with CMDB related dashboards.
- Worked on Incident Management, Change management, Problem Management, Knowledge Management module.
- Worked on Incident management, Knowledge management, Service level management and Request fulfilment.
- Service-Now consultation and implementation
- Grooming new comers and sharing knowledge.
- Documentation of changes and new development as technical and functional specs.
- Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages and Script Includes.
- Service Catalog and Request Workflow Design.
- Worked on demand management as well and capable of managing the ITBM process.
- Customized Incident/Problem/Change/Service catalog applications using Business rules, Client scripts.
- Responsible in building Catalogs, Catalog categories and Record producers.
- Defined users, groups and roles and providing accessing permissions

**Client: Banking Client**

**Role – Service Now Developer**

**Responsibilities:**

- Also working on HR Modules like developing the record producers, catalog items and order guides and creating the workflows as per the client requirement in different scopes.
- Got the exposure team.
- Created multiple templates for the HR support team using document builder a custom module in the project.
- Working on service portal named 'connect' which is used by the employees and management.
- Creation of roles and groups.
- Created manual factors and adding them to group factors and performing Risk assessments for entity and control mapped to that entity and based on the responses calculating overall computed score for risk.
- Created schedule job to trigger notifications in Daily, Weekly and Monthly bases.
- Implementing, configuring, and administrating GRC plugins.
- Worked on client scripts, business rule, UI actions, notifications, script includes, transform maps.
- Involved in gathering the requirements, documenting the requirements and get those signed off from client and parallelly working on implementing the solution technically.
- Following the Agile methodology by call with scrum master as well as with team members for the new enhancements in the project.
- Working on the Custom modules like SCM, MDM, Finance, ITSM major modules like incident, change, request and tasks.
- Customizing the processes as per the business requirements.
- Provided consultation to the client for complex business problems facing by the client.
- Revamped the Service Portal and make portal more user friendly. Working independently on Service Portal area for developing widgets. Customized the portal based on all custom departments.

**Declaration:-**

I hereby declare that the information furnished above is true to the best of my knowledge.

**Place:**

**BHARATH**

**Date:**

**(Signature)**