

**EXPERIENCE SUMMARY:**

- Having around 5+ years into IT and 4+ years of experience in ServiceNow based application development.
- Good knowledge of Service portals, **ITSM** modules in ServiceNow with major expertise in CSM.
- Good knowledge in custom portals and Now mobile app designs.
- Good knowledge in ServiceNow **discovery**.
- Fixed and implemented multiple **discovery issues** and **duplicate CI issues** through custom solutions.
- Implemented **custom functionalities** to validate certificates, maintain and **notify** users accordingly.
- Knowledge of **CI Class hierarchies** and **data sources** to import data to respective classes.
- Knowledge in configuring **Archive Rules** and fixing de-duplicate tasks to maintain CMDB historical data and duplicate data.
- Created multiple **custom reports** that required scripting and finding the backend relationships.
- Functional knowledge and implementation experience of **ITSM Frame Works**
- Proficient in administration of ServiceNow applications, modules, **email notifications, forms, reports, roles, groups, Access Controls, Workflow, User Administration, Update sets.**
- Hands on experience on **Client script, Business Rules**, based on customer requirements.
- Explored various other areas of ServiceNow to provide POCs like data certification.
- Customized ServiceNow tool according to the business requirements by building **Client Scripts, Business rules, UI Policies, Access Controls, Workflows.**
- Hands on experience in configuring notifications using **email templates** and scripts to generate notification content dynamically
- Created Data sources to get the information from third-party databases using **Mid Server**

Skill Set	
Technologies	ServiceNow
Scripting Languages	JavaScript
ITSM Products	ServiceNow
Operating System	Windows, Linux

## Employment History

- Working as a software engineer in Hitachi from March 2019 to May 2022.
- Working as a technical Analyst in Guidehouse India from June 2022 to April 2023.
- Working as a technical consultant in Infosys from June 2023 to 30<sup>th</sup> September, 2023.

## Projects

<b>1. Project Name</b>	New York City Health and Hospitals + (HHC)
<b>Client</b>	New York City Health and Hospitals +
<b>Role</b>	Senior ServiceNow Developer
<b>Tools &amp; Technology</b>	ServiceNow, JavaScript

### Project Description:

Support for ServiceNow CMDB and Event Management .

### Roles and Responsibilities:

- Being a single point of contact for the client, played a key role as a support engineer and developer to get the requirements and deliver solutions.
- Developed a number of custom scripts that require knowledge of various layers of discovery relationships for the CIs.
- Provided custom solutions to maintain the SQL Data up to date by fetching the valid CIs from CMDB based on the manual data entered by the SQL team.
- Created multiple reports that were required during the data center migration which needed the relationships of Servers and their Applications which is not OOB.
- Discovered various class CIs and fixed discovery issues where additional data is required or data is pulled incorrectly.
- Participated in Client Demos for the POCs with multiple stakeholders.
- Configured and maintained custom integration script that is solely responsible for data import and CMDB update from 3rd party database.
- Created multiple reports that were required during a major Data Center Migration project where data has to be pulled based on scripting.
- Import and management of Business Applications.
- Knowledge of automation for Applications Onboarding and Offboarding.
- Handled various SOAP and Data Source Integrations.
- Made use of database views for reporting purposes.

<b>2. Project Name</b>	Neustar
<b>Client</b>	Neustar Project
<b>Role</b>	ServiceNow Developer
<b>Tools &amp; Technology</b>	ServiceNow, JavaScript

### Project Description:

Support for ServiceNow ITSM modules and CMDB.

### Roles and Responsibilities:

- Being a single point of contact for the client, played a key role as a support engineer and developer to get the requirements and deliver solutions.
- Developed a number of custom scripts that require knowledge of various layers of discovery relationships for the CIs.
- Provided custom solutions to maintain the SQL Data up to date by fetching the valid CIs from CMDB based on the manual data entered by the SQL team.
- Created multiple reports that were required during the data center migration which needed the relationships of Servers and their Applications which is not OOB.
- Discovered various class CIs and fixed discovery issues where additional data is required or data is pulled incorrectly.
- Configured and maintained custom integration script that is solely responsible for data import and CMDB update from 3rd party database.
- Created multiple reports that were required during a major Data Center Migration project where data has to be pulled based on scripting.
- Import and management of Business Applications.
- Knowledge of automation for Applications Onboarding and Offboarding.
- Handled various SOAP and Data Source Integrations.
- Made use of database views for reporting purposes.
- Developing client scripts, business rule, UI policies, UI actions as per business requirement.
- Developing Customizations as required by the customer.
- Developing transform maps to handle the data from the webservices.
- Configuring Access Controls.
- Created different types of Reports and Dashboards for different departments
- Creating and scheduling reports as per customer needs.
- Importing data from Excel data sources using Transform maps.
- Managing administration tasks like managing Groups, Roles and Users.
- Configuring Notifications and templates as per business requirements.
- Handling with the default data for some of the fields.
- Customizing Change Module according to the requirements.

<b>3. Project Name</b>	<b>NYC H+H</b>
<b>Client</b>	<b>NYC H+H</b>
<b>Role</b>	<b>ServiceNow Developer</b>
<b>Tools &amp;Technology</b>	ServiceNow

**Responsibilities:**

- Service-Now implementation and development.
- Worked on off boarding catalog request to automate offboarding employees.
- Working with and functional requirements and worked on design documents.
- Worked creating service catalogs, Record producer, workflows to automate requests.
- Worked on Integration involved in Rest/Soap
- Application UI Configuration.
- Worked on Button to be visible on UI pages that based on IF conditions by working on HTML and client controller.
- Scripting and advanced conditioning
- 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, Script Includes, and Access Control Lists.
- Worked incident Ebonding and created scripted rest APIS.
- Worked CI Batch integration to receive the server data from another service now instance
- Working on Report, dashboard designing.
- Production release support

<b>4. Project Name</b>	<b>Cable Vision</b>
<b>Client</b>	<b>Cable Vision</b>
<b>Role</b>	<b>ServiceNow Developer</b>
<b>Tools &amp;Technology</b>	ServiceNow

**Responsibilities:**

- Developed custom applications for Service Management using the Service-Now platform.
- Written Business Rules for customizing the tool.
- Written Client Scripts, UI Actions and Script Includes for customizing the tool.
- Customized Incident/Problem/Change/Service catalog applications using Business rules, Client scripts.
- Using Workflow Editor for creating workflows.
- Worked on portal enhancement projects

- Responsible in building Catalogs, Catalog categories and Record producers.
- Defined users, groups and roles and providing accessing permissions
- Participated in validating Form and Table level using UI Policies.
- Created Email notifications, Email Templates and Mail scripts, trigger email notifications from server-side scripts by using events existed in event registry.
- Created Scheduled script jobs and Scheduled generation and distribution of reports.
- Used Transform maps to import Data to Configuration Management.
- Importing the Data in different formats (Excel, CSV, and XML) via attachments.
- Using ACL's for providing field level security and table level security.

**(Radhakrishna)**