

Umesh

ServiceNow Developer

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EXPERIENCE SUMMARY

- Total 5+ years of experience in IT industry and Teaching, 3.5 years of experience As a ServiceNow Developer.
- Experience in IT industry with more experience In ITSM Module, I have worked on Multiple ServiceNow Implementation Projects for different customers catering to ITSM Modules Including Incident, Change, problem, knowledge, Service Catalog.
- Extensive Experience on technical implementation of various ServiceNow modules such as Change Management, Incident management, Problem Management and Service Catalog.
- Experience in creating new Workflows, modifying the existing Workflows according to new requirements in an efficient manner.
- Experience in creating Business Rules, Catalog Client Scripts, Client Script, Access Controls, Script Include, UI Policies, UI Actions.
- Experience in creating Catalog Items, variables, variable sets and record producer.
- Experience in creating Reports, Dashboards using PA.
- Good Exposure to Software Development Life Cycle (SDLC).
- Knowledge on Integrations and CMDB.
- Proficient in JavaScript to enhance platform.
- Self-motivated, quick learner and dedicated team player.

Technical Experience:

Language	JavaScript, HTML, CSS
Tools	ServiceNow
Methodologies	ITIL, Agile

PROFESSIONAL EXPERIENCE:

1. NTT Data IPS Pvt. Ltd., Bangalore (January 2023 – Till Date)

Project #1	Truist Bank
Organization	NTT DATA
Environment	ServiceNow
Role	ServiceNow Developer
Designation	Industry Consulting Consultant

Responsibilities:

- Working on Catalog items implementation and Enhancements using by Catalog Client Scripts, UI Policies, Script include, UI Actions, API's, User criteria and configure the workflows according to the client requirements.
- Service now implementation experience in ITSM modules. Creating & updating Service catalog items.
- Manages users, groups and roles.
- Customization of ITSM Modules (change, incident, Problem, knowledge and Service Request).
- Create and use update sets to move customizations between various environments.
- Communication and collaboration with client for sprint planning and review
- Peer review for the user stories built by team before moving to UAT
- Development of complex objects using client script, Business rule and script includes
- Participating in daily Stand-up meetings, Scrum calls and Requirement gathering calls.

PROFESSIONAL EXPERIENCE:

2. Cognizant, Hyderabad (October 2020 – December 2022)

Project #1	Anglo American PLC
Organization	Cognizant Pvt LTD
Environment	ServiceNow

Role	ServiceNow Administrator and Developer
Team Size	7
Client	Anglo American PLC

Responsibilities:

- Functional knowledge on Service Now Configuration, Incident, Change, Problem and Service Catalog Management and Email notifications, schedule jobs and order guide, record producers, workflows, Update sets, Import set, Ui policies and Ui actions and business Rules.
- Customizing different application and scripting
- Participated in Analysis, Design, Testing and Support stage of Service Now Methodologies
- Worked on the ITSM modules enhancing the customer requirement using agile process
- Worked on designing the processing of catalog item flows, workflow configuration and sub flow.
- Creating ServiceNow reports and dashboard.

PROFESSIONAL EXPERIENCE:

3. TKRCET, Hyderabad (October 2018 – September 2020)

Organization: TKRCET

Environment: Teaching

ACHIEVEMENTS / RECOGNITIONS

☞ Got appreciation multiple times from client and seniors for adding value to projects.

MAJOR CONTRIBUTIONS

- Strong background in Catalog Management in an acute and workflow setting.
- Developed Various types of Catalog items and workflow analysis expertise.
- Frequently communicating with client to enhance the platform/Requirements.

ACADEMIC Qualification:

- Master of Technology (Machine Design) from JNTU Hyderabad with 76% in 2015 (Full Time).

CERTIFICATIONS:

- **ServiceNow Admin Certified, CSA.**

Declaration:

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

Place: Hyderabad

Yours Sincerely

Date:

Umesh.G