

SRIKANTH REDDY PANDIRI

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CAREER OBJECTIVE:

A Qualified IT Professional with 2.10 years of Experience in **ServiceNow** Development, Administration & HRSD
Experience in designing, developing and customizing with ITSM.

Technical Skills & Certifications:

- **CIS- ITSM Certified**
- **CSA Certified**

ServiceNow Skills:

- Incident, Problem, Change Management
- Client Scripts, UI Policies
- Business Rules
- Service Catalog, Workflows, Variables, Record Producer
- Email Notifications & Inbound Actions
- Custom Roles & ACL
- SLA
- Update Sets
- Manage HR Profiles
- Manage HR Groups & Roles
- Manage HR Skills
- Configured HR Service & HR Case Template
- Configured HR Criteria & Bulk case creation
- HR Document Templates
- Manage Content on Employee center
- Manage HR service catalog & Knowledge Articles
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Experience:

- Total Work Experience of **2.10-years** and relevant of 2.10-years in **ServiceNow**. Currently working as ServiceNow Developer.
- Working as Service Now Developer in Accenture form July-2021 to till date.
- Worked in Bangmetric LLC from March 2020- May2021

Roles and Responsibilities:

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|---------------|-----------|
| Project Name: | Cargill |
| Role: | Developer |
| Duration: | 12 Months |

Responsibilities:

- Experienced in Customization, Applications Configuration, Scripting, Exception Processing, Validation,
- Day to day support and maintenance of Case Management system.
- Worked on Incident, problem, Change, Case Management.
- Creating Client scripts, UI policies, Business rules, Reports, Homepages & Dashboards.
- Defined Groups, Groups roles, Groups members and providing access permissions.
- Worked on Notifications & Inbound Actions

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|---------------|-----------------------|
| Project Name: | QBE |
| Role: | Developer-HRSD |
| Duration: | May-working currently |

Responsibilities:

- Manage HR Profiles
- Manage HR Groups& Roles
- Manage HR Skills
- Configured HR Service &HR Case Template
- Configured HR Criteria & Bulk case creation
- HR Document Templates
- Manage Content on Employee center
- Manage HR service catalog & Knowledge Articles

Roles and Responsibilities:

- Creating workflows for Approvals, Run Scripts, Set Values etc. Notifications using Events, Service Catalog.
- Record producer to Create Incident from Service Portal, Create a Record in Custom Table.
- Worked with Import Sets to load large Amount of data example choices.
- Created Email notifications, Email Templates, Events to trigger email notifications.
- Created Scheduled jobs and Schedule reports.
- Importing and Exporting the Data in different formats (Excel, CSV, and XML).
- Using ACL's for providing field level security, table level and List level security.

Education Details:

| Course | Board/University/Institution | Year |
|--------------|-------------------------------------|------|
| B Tech (ECE) | Malla Reddy Engineering College-Hyd | 2018 |
| 12th | Sri Gayathri Junior College - Hyd | 2014 |
| 10th | Teja Talent school - Kodad | 2012 |

Personal Information:

- Fathers Name : Pandiri Ravinder Reddy
- DOB : 05-JAN-1996
- Marital status : Single
- PAN : ECSP9920C
- Languages Known : English & Telugu

I hereby declare that the details furnished above are true to the best of my knowledge.

Srikanth Reddy.
Hyderabad.