** Dhitya Batchu **

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**Summary:**

A Qualified IT Professional with 9+ Years of experience including 9 years of experience as a ServiceNow Technical Lead, Developer and Administrator.

* Good hands-on experience on different modules such as Service Catalog, Incident Management, Problem Management, Service Portal, Knowledge Base, Reporting and ATF
* Excellent knowledge in development, implementation and administration of the ServiceNow
* ServiceNow experience in implementation, design, development, documentation, deployment and post-production support following Software Lifecycle using SDLC SCRUM
* Good experience in customizing the ServiceNow modules and applications by writing Business Rules, Client Scripts, UI Policies, View Rules, Script Actions and Processors
* Configuration and customization of the Change/Problem/Incident/Knowledge Management, Service Catalog and CID modules based on user requirements
* Hands on experience in creating custom applications, modules and security in ServiceNow
* Good experience in the creation of Service Portal pages and widgets
* Good Experience in Configuration Item management(CMDB)
* Extensive experience in the implementation of Business Rules, UI Scripts, Script Includes, UI Scripts, Widgets, UI Pages, UI Macros, UI Actions, Validation Scripts and Processors
* Good experience in AngularJS, Bootstrap
* Experience in writing **scripted web services**
* Using **Agile/SCRUM** methodology (stand up meetings, sprints, story boards) to complete the project
* Excellent experience in ServiceNow administration and day to day production support
* Experience in configuring SLA’s for various ITIL processes as per the client requirements
* Good working experience in **Calgary, Eureka, Geneva, Istanbul, Kingston, Madrid**, **New York, Orlando and Paris** families of ServiceNow
* Hands on experience in web development using **HTML, Javascript and CSS**
* Excellent verbal and written communication skills able to present the information, status and issues in a clear and concise manner with the goal of driving to a decision
* A passionate, articulate, goal-oriented professional with a successful background in Requirement Gathering, Technical Documentation, Software Validation/Release and experienced Software Developer in ServiceNow
* Attention to detail and complex problem-solving abilities from operational and technical perspective
* Ability to work independently and as a group
* Enthusiastic to learn and master the new applications and technology.
* Experience in Integrating ServiceNow with PagerDuty
* I have good theoretical experience in ServiceNow **CSM and HR** modules
* Excellent experience in ITSM module

**Certifications Held:**

* ITIL Certified (Information Technology Infrastructure Library)
* **ServiceNow Certified System Administrator**
* Micro-Certification - Flow Designer
* Micro-Certification - Automated Test Framework
* NSE-NCFM Financial Markets: A Beginners Module Certification
* NSE-NCFM Capital Markets: A Beginner’s Module Certification
* IBM Certified Database Associate - DB2 9 Fundamentals
* Completed different courses in ServiceNow Now learning site

**LinkedIn Link:** [linkedin.com/in/dhitya-batchu-6a61a724](https://www.linkedin.com/in/dhitya-batchu-6a61a724)

**ServiceNow Link:** <https://account.servicenow.com/personal-data/11e9c308b/12457a5ad/b40a6cdff/a1f44M6OW/resume.html>

**Skills:**

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| **ITSM Tool** | ServiceNow |
| **Programming languages** | C, C++, Core Java, SQL, PL/SQL |
| **Scripting Languages** | JavaScript, Angular JS, Angular, HTML, CSS, XML, Jelly, JSON |
| **Software Methodologies** | SDLC, Waterfall, Agile, SCRUM |
| **Database** | Oracle, DB2, MySQL |
| **Database Tools** | DB2 Artisan, Rapid SQL |
| **Web/Application Servers** | Apache Tomcat IDE Eclipse |
| **Version Control Tool** | Perforce |

**Education Details:**

Bachelor of Technology (Information Technology), JNTU Kakinada University, 2010

**Career Profile:**

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| **Project Title 1** | ServiceNow |
| **Period** | Feb 2012 to Present ( India: Feb 2012 to Apr 2018, USA: Apr 2018 to Present) |
| **Client Name** | Morgan Stanley |
| **Position** | ServiceNow Architect(2019 to present) Senior ServiceNow Developer/Technical Lead(2016-2018)  ServiceNow Developer(2012 -2015 ) |

ServiceNow is a Web and cloud-based tool that combines ITIL v3 and Web 2.0 technology and offers IT Service. It provides a centralized Service Catalog for Morgan Stanley personnel to request for technology services as well as to get information through the knowledge base.

**Responsibilities:**

* Development and Implementation of customizations required on the ServiceNow platform tool
* Requirement gathering from client for various departments and customizing the tool accordingly
* Coordination with users to implement their requirement.
* Prepare the functional specification document for the different requirements from the Use Case documents
* Verify (Unit and Functional testing) the changes implemented
* Served as SME and technical liaison between developers and business partners
* Coordination with QA team to test the changes implemented are working as expected without breaking the existing features
* Deploy changes to PROD instance
* Analysis of issues caused due to the upgrade of tool
* Guiding and conducting Knowledge Transfer sessions for the colleagues who joined the project at a later stage
* Supporting the customers whenever they need guidance in using the ServiceNow applications
* Coordination with offshore team for development and maintenance of the project
* Coordination with Vendor whenever there is an issue with the Tool
* Created various Workflows for the Service Catalog and SLA’s
* Created a UI Page using AngularJS to provide a better End User page where users can easily review their Service Request and Incident tickets. Also, tickets which are pending the approval
* Creation of Tables/Forms as per the requirement
* In Technical Lead role, identified the manual processes which can be automated
* Involved during the ServiceNow instance upgrades (Orlando/NewYork/Madrid/Kingston/Istanbul/Geneva/Eureka/Calgary)
* Provide technical guidance to ServiceNow Engineering support and Development team members
* Developed the Service Portal pages and widgets
* Created Scheduled Data Imports to promote the records inserted into the Custom Tables to other instances
* Written Script Includes and invoked them in Business Rules and Client Scripts
* Worked with Record Producers, Flows in Service Catalog Management
* Worked with various modules of ServiceNow like Incident Management, Knowledge Management, Problem Management, Service Catalog, User Administration, Reporting
* Developed Transform Maps to map values between Import Set and ServiceNow tables
* Coordinating with various teams during development and testing phases
* Designed email templates and notifications
* Created roles, views and user groups pertaining to the use cases
* Designed Workflows, along with standard workflow templates which can be reused
* Customized the change management application as per the requirement of organization
* Hands-on experience on Knowledge Management
* Good knowledge on Scheduled Data Imports
* Developed SOAP Messages to automate the process of granting roles to the users and creation of the Catalog Categories when an event is fired.
* Developed Scripted REST API’s to submit the Catalog Items in ServiceNow from different UI and query the user details from LDAP
* Good experience in Postman to build/test the REST API’s functionality
* Worked on the complex CMDB model to load and maintain relations between different CMDB tables.
* Did a POC on ITBM and ITOM modules.
* Worked on the event management and email notifications
* Created the inbound email actions to open/update/close/rate/reopen the Incident tickets
* Lead the team of 3 people, assign the work and help/guide them when needed
* Advanced experience with ServiceNow or ITSM tool configuration and custom development

**Environment:** ServiceNow Paris/Orlando/New York/Madrid/Kingston/Istanbul/Geneva/Eureka/Calgary, HTML5, JavaScript, JSON, SOAP, Web Services, SCRUM, Jira, Putty, ServiceNow Studio

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| **Project Title 2** | ISG –EDG-DB Services |
| **Period** | October 2011 to 15th Feb 2012 |
| **Client Name** | Morgan Stanley |
| **Position** | Database Developer |

DBID, DBI Datawarehouse infrastructure project, which captures data about every SQL statement, runs on the Sybase plant, all searches in the LDAP/Firmwide Directory and a variety of other platforms. This database supports KYC (Know your internal‚ Client) and DBH (Database Hygiene) programs

**Responsibilities:**

* Understanding the Business Requirements.
* Development of stored procedures
* Performing unit testing
* Created TWIKI pages about the stored procedures implemented

**Environment:** DB2 Artisan, Rapid SQL, Perforce, Putty, DB2