R. RAJA
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PROFESSIONAL EXPERIENCE & SUMMARY

- Overall, **4.5** years of experience in **ServiceNow platform** as an **Administrator** and **Developer.**
- Experience in implementation of **ITSM** modules such as **Incident Management, Problem Management, Change Management**, **Knowledge Management** and **Service Request Management.**
- Good hands-on experience in using ServiceNow utilities such as **Business rules, Client scripts, Script Include, UI Policies, UI Actions** and **Data policies.**
- I Have Experience on **Glide AJAX**, Java **Script**, **HTML** and **XML**.
- Experience on creation of **Service Catalog, Order Guides and Record Producers** in Service Now.
- Experience on **Handling Users, Groups and Roles.**
- Experience in **Workflows, SLAs, Import Sets and Update Sets**.
- Worked on **Scheduled jobs, transform maps.**
- Developed and **Designing forms** and enhancements as per customer requirement.
- Created **views** and **modules t**o meet client requirements.
- Experience in **Service Level Management** (SLAs).
- I have Knowledge on **Service Portal.**
- I have Knowledge on **Domain separation**
- Handled and created **Email Notifications, Notification Templates & Reports**.
- Experience in analysis existing **Access Control Lists** and creating new ACLs.
- Good knowledge on designing Workflows to automate the Business Process using Service Now
- Good **debugging skills** in issue identification and fixing.
- Experience on **Web Services** Integrations such **REST** APIs.
- Experience on **REST Functions and Scripted REST APIs**, **Glide Record, Glide Ajax, Glide System, Glide Form, GlideDateTime API's.**
- **Documentation** – Documentation activities such as preparation of User manual of developed module.
- **Development** and **Testing** – Responsible for all development and testing activities

SKILL SET

Primary Skill: ServiceNow, **ITSM, Scripting**
Programming languages: **Java Script**.
Web designing tools: **HTML**, **CSS**.

ORGANISATION DETAILS

- **Currently** working with **Wipro** from June 2022 to till date, Hyderabad.
- **Worked** as Software engineer at **Rock Technologies Pvt.Ltd**. From **Sept-2019** to **June 2022.**

EDUCATION DETAILS

- B. Tech (Electronics and Communication Engineering) From JNTU K (Affiliated) – 2015

Certification:

Certified System Administrator (CSA) -22876884

PROJECTS:

Client: Haleon
Technologies used: service now scripting
Team size: 6
Term served: June 2022 – Present

Details: Haleon is a British multinational consumer healthcare company with headquartered in Weybridge, England. It is one of the largest consumer healthcare businesses in the world. The objective of the project is to enable business analyst teams to view various reports on different time spans, weekly, monthly and annually which will enable them to analyse and monitor business growth by using ServiceNow ticketing Tool.

Roles and Responsibilities:

- Expertise in debugging and optimizing the performance of **Client Scripts**, **Catalog Client Scripts**, UI **scripts**, **UI Actions** and **UI Policies**, **Business rules**.
- Worked on dynamic workflows for few clients and provided clients the best practices to be followed.
- Possesses intense knowledge of ITIL processes such as **Change management**, **Incident management**, **Problem Management**, and **Service Request Management**.
- Developed several **client-side scripting**, catalog scripts, UI scripts, **server-side scripting** based on business rules, UI policies, UI policy actions.
- Gathered requirements for **SLA**s and configured the same for different modules in the ServiceNow instance.
- Created **groups**, **roles** and security groups to access certain functionalities and customized home page.
- Worked on **Service Operations workspace (SOW)** for creating the KPIs on the landing page.
- Managing and customizing **Email templates** to send notifications to the users and record the responses from the users. Created **outbound email actions**, **inbound email actions** to create new record and update the existing records based on the user's emails.
- Worked on cloning of Prod instance to QA/DEV whenever required or for new development activities starts.
- **Migration** of application from San Diego to Utah and handling the TEST and Support process and reconciliation of Skipped records.
- **Migration** of application from Utah to Vancouver and handling the TEST and Support process and reconciliation of Skipped records.
- Worked on **REST Integrations**, we have Integration with 3rd party Service Now with **Scripted REST** APIs using **Inbound** and **Outbound Integration**.
- Development of Service Catalog which **includes** creating new **Catalog items**, **Record Producer** and **order guide** and **designing workflows.**
- Created many Catalog forms and respective workflows.
- **Development** and **Testing** – Responsible for all development and testing activities
- Created **UI Buttons** on context menus both on form and lists using **UI actions**
- Transferring customizations through update sets and **XMLs** from Dev instance to PROD instance for any development changes.
- Created many **reports** for the clients as per the requirement and shared the access to the respective users.
- Manage **multiple requests**, assess **priorities**, and achieve solutions under deadlines.
- Excellent ability to interact with the **clients** and provide **customer** satisfaction.

Project:2

Rock Technologies Pvt.Ltd
Client: Telstra
Role: Software Engineer
June 2021– June 2022

Roles and Responsibilities:
- Worked on Forms, Form Layouts, related lists of Service Now.
- Provide Table level and Field level security by **Access Control List (ACL).**
- Creating custom Tables, Fields and configuring Access Controls over them.
- Worked on **Assignment Rules** and automate the process based on the requirement.
- Involved in creating **Reports** and **Dashboards** in ServiceNow.
- Merging the roles into other roles, maintaining the instance so that all applications are available to respective users.
- Gathering **requirements** from the client and analysing them.
- Involved in requirement gathering sessions and creation of functional and technical design documents as per the requirements
- Created **Business Rules**, **Client scripts**, **UI Policies** and **UI Actions** to customize the instance as per Business needs.
- **Migration** of application from Paris to Quebec and handling the TEST and Support process and reconciliation of Skipped records.
- Importing the data in different formats (Excel, CSV and XML) via attachments.
- Participated in validating Forms and Table level using **Ui Policies**.
- Importing data into an instance using **Import sets** and **Transform Maps**.
- Configured **Email Notifications** and Alerts to notify users about specific activities in the system. Ability to handle incidents within SLA terms.
- Responsible in building **SLA** and generating reports.
- Responsible for closing the open Incidents, Problems and Enhancement requests and communicating with the customer the status of the request, to ensure a timely customer satisfying result.
- Documentation of changes and new development at technical and functional specs.

Project: 1
Client: Society Generale
Role: Software Engineer
Sept 2019 – June 2021

Roles and Responsibilities:
- Worked for IT Service management modules of **Incident**, **Problem** and **change Management**.
- Involved in customizing the form **design** and **layout** for Incident, Problem and change Management.
- Imported Configuration Items (CI) from third party applications using import set tables.
- Create, monitor, modify, and publish service catalog workflows with approvals
- Created and used update sets to move customizations between systems.
- Worked on creation of **Catalog Items** and **Record Producers**.
- Worked on creating **Custom Tables**.
- Importing data into an instance using **Import sets** and **Transform Maps**.

- Worked on designing the **Workflows**.
- Worked on Client side and Server-side scripts according to client requirements.
- Written **Client scripts**, **Business Rules** and **UI Actions** for customizing the tool.
- Configure **SLA's**, **notifications**, **email scripts** and **reports**.
- Worked on **UI Policies, data Policies, Script Include, Business rules, UI Actions, schedule jobs &ACL**
- Worked on Email Notifications. Notifications created by using **Asynchronous Business rules**, **work flow activities, Events** and via notification applications.
- Worked on reports for the clients as per the requirement and shared the access to the respective users.

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