Navya Reddy Mandadi

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Summary:

- An IT professional with 8+ years of expertise on multiple Technologies (WTX, MQ and ServiceNow) and currently working on ServiceNow platform from past 7+ years.
- Good at dealing clients with requirements grooming and providing solutions in Service Now platform.
- Expert in working on ITIL Processes along with understanding in ITSM modules.

Service Now Experience:

- Experienced in implementing end-to-end processes for Service Catalog, Incident Management, Change Management, Knowledge Management, Problem Management and configuration Management.
- Rich experience in working with **Client scripts, UI Policies, UI Actions, Business Rules, Script Includes, and Access Control Lists.**
- Expert in **JavaScript** used in Service Now.
- Experience in working with **email notifications**, **SLA**s, **Reports.**
- Expert in creating **Catalog Items, Record Producers and Order guides**.
- Expert in creating **Workflows**, **Flow Designers** and customizing work-flow/flow designer activities.
- Experienced in working with **Scheduled Jobs** and **Events** to manage business needs and handle background work.

- Worked with customers/ users by regular meetings to understand the requirements and suggested better ways of achieving the need.

Professional Summary:

- Worked as an **Associate Professional – Application Delivery** in **DXC Technologies** (Formerly known as **CSC India**) at Hyderabad from Aug - 2015 to Nov-2018.
- Worked as **System Analyst** in **Eastman Chemicals India Pvt Ltd** from Dec-2018 to Aug-2021.
- Worked as **Sr. Software Engineer** in **Clairvoyant India Pvt Ltd** from Aug-2021 to Feb-2023.
- Working as **Sr.Software Engineer** in **Decision Minds India Pvt Ltd** from Mar-2023 to till date.

Educational Qualification:

- **Bachelor degree** in **Computer Science and Engineering** with an aggregate of **70.4%** from JNTUH (2010-2014).

Technical Skills:

- Language   : Java
- RDBMS   : MySQL
- Scripting Language : JavaScript
- Wed Tools   : HTML, CSS
- Tools   : SQL Developer, MQ Visual Edit, Service Now

Certifications:

- Certified System Administrator (Service Now – Certified and re-certified in Quebec Version)
- Micro Certification - Application Portfolio Management.
- Java SE 7 Programming by Oracle.

Project Profile:

Organization: Decision Minds
Client: SeviceNow

Project #1 – Tax Payment Request

Team Size: 2

Responsibilities:

- Worked on Tax Payment Request record producer with custom portal page for users within the organization.
- Involved in UI implementation, custom tables creation and new form fields creation.
- Created new notifications, UI policies, client scripts.
- Created new Business Rules, script includes.
- Supported Application after Go-live.

Project #2 – WPS

Team Size: 5

Responsibilities:

- Work Place Services has many record producers, catalogue items.
- Created new portal page for Workspaces.
- Worked on enhancements like adding map view on portal for workspace selection based on location.
- Worked on Client scripts, UI actions, Server Scripts as part the project.

Project #3 -Treasury Forecast

Team Size:3

Responsibilities:

- Involved in requirements grooming call with user.
- Created new scoped record producer.
- Created multiple custom tables within scope and added access controls to view them.
- Created new Flow designer for the Record Producer.
- Worked on creation of new variable sets, Client scripts, Business Rules, Script Includes, ACLs.

Organization: Clairvoyant India Pvt Ltd

Client: Equinix

Team Size: 6

Responsibilities:

- Worked on Catalog Management and Incidents.
- Involved in standardizing system with configurations, work-flows and Flow Designers.
- Proactive monitoring of issues in production..
- Created new UI actions to override OOB functionality.
- Configured new events, notifications in wire-frame and work-flows through activities.
- Created new Scheduled jobs based on requirement.

Organization: Eastman Chemical Ind Pvt Ltd

Team Size: 4

Responsibilities:

- Worked on setting up the system from scratch
- Worked on Catalog Management, Incidents, Knowledge and Change management.
- Involved in standardizing system with configurations and workflows.
- Proactive monitoring of issues in production.

- Involved in Demand management (demand record creation)
- Involved in Asset configuration management.
- Created new UI actions to override OOB functionalities.
- Configured new events, notifications in wireframe and workflows through activities.
- Created new Scheduled jobs based on requirement.

Organization: DXC Technologies

Client: Fast Retailing (Japan)

Project#1 - Fast Retailing Departments

Team Size: 3

Responsibilities:

- Service Now Consultation and development.
- Worked on functional requirements within ServiceNow for Catalog Management.
- Creation of complex functionalities using catalog Client Scripts, Catalog UI Policies, Notifications, Events and Access Control Lists.
- Creation of end-to-end Service Catalog and workflow design and configuration

Project#2 - ITSM Implementation

Team Size: 4

Responsibilities:

- Worked on functional requirements within ServiceNow for ITSM Modules.
- Implementation of new functionalities using Business Rules, Client Scripts, UI Actions, UI Policies, Script Includes, Ajax and Access Control Lists.
- Creation of customized workflows for Change Module, Knowledge Module.
- Worked on overriding OOB functionalities on Incident Module.
- Creation of new SLAs based on business requirements.
- Having Regular Status calls with Client to discuss on requirements and status of Changes requested.

- Worked on Change Release Management, Problem Management.

Project#3 - Fast Retailing Managed Services

Team Size: 6

Responsibilities:

- Service Now Consultation and implementation.
- Worked on functional requirements within ServiceNow for ITIL processes.
- Implementation of new functionalities using Business Rules, Client Scripts, UI Actions, UI Policies, Script Includes.
- Creation of Service Catalog and workflow design and configuration.
- Worked on different Change Requests of implementing Service Catalogs.
- Standardized existing workflows to make them reusable.
- Involved in regular status calls

Personal Profile:

Father's Name   : M Radha Krishna Reddy

Mother's Name   : M Aruna

Marital Status   : Married

Known Languages : Telugu and English

Address   : Veda's Sritha habitat, Manikonda, Hyderabad-89

Declaration:

I hereby declare that the above-mentioned information is correct as per my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place:

Date: Navya M