**Aaryani**

Sr. ServiceNow Developer

[Email](mailto:rajkanwal738@gmail.com) : [aaryanichow0513@gmail.com](mailto:vajrapondugula@gmail.com)

Phone: 281-459-0971

**SUMMARY:**

* Around 9+ years of extensive knowledge and experience in development, implementation, and administration of ServiceNow and Web Development.
* Strong knowledge of SDLC Methodologies such as Waterfall, Agile, Scrum.
* Expert level knowledge in Scripting, Web Technologies, Programming and Web Services

(XML, HTML, JavaScript, Perl, Unixshell scripting, AJAX, CSS, HTTP/S, Java, C++, SOAP, REST, API's).

* Deep understanding of the application architecture and development lifecycle process, including requirement analysis,quality assurance, design, scheduling, implementation, administration, issue tracking, version control, deployment andintegration using SOAP, REST and JSON for E - Bonding Environment.
* Experience in working in a multi-shared environment i.e., Domain Separated and development of code using Java and Struts.
* Experience in implementing end-to-end Service Catalog, Incident Management Problem Management, Configuration & Asset Management, Change Management and Release Management with extensive knowledge of Content Management System.
* Experience in ITSM Development as a ServiceNow Consultant in all aspects of Client engagement lifecycles including Pre-sales, Requirement gathering, Effort scoping, Developing, Product implementation, Production support and System upgrades on ITSM and Monitoring.
* Extensive experience in ServiceNow development and Implementation. Worked on security related tools like Access controls, groups, and roles.
* Experience in integration of ServiceNow with various external Web Services such as Email Integration and LDAP integration.
* Worked on REST API as a third-party application for Integration.
* Technical experience with ServiceNow with a focus on writing different types of scripts (Java Scripting, jQuery, and AngularJS) for Content management, UI Pages, UI scripts, UI policies, Client script, Business rule, Script includes Workflows and ACL’s.
* Working experience of various phases of SDLC such as Requirement gathering, Analysis, Design, Code Construction and Testing.
* Imported data to ServiceNow Tables using Data Source and Transform Maps.
* Developed solutions using JavaScript, Web Services, SOAP, and other web technologies to integrate ServiceNow with external systems and tools.
* Developed JavaScript and configured workflows to implement additional features, customizations and enable the process flow.
* Expertise in ServiceNow tasks such as delegation of groups, modification of CMS, workflows, business rules, UI actions, U
* policies, UI Macros, ACLs, dictionary, Experience with application UI configuration, workflow design and client-specificreporting.
* Experienced in Customization of Service Portfolio Management and LDAP, UI Pages and CMS for a rich enriched UserInterface.
* Experience with integration components such as SSO, OpenID and OAuth
* Experience with databases and data-driven web applications.
* Experience working with ServiceNow CMS helping build custom web sites for clients using dynamic contents, Navigationmenus.
* Customizing the CMS Site and pages for the client using UI Macros and Dynamic Content for better UX. Also, Developmentusing Different Content Types
* Customizing the Service Catalog Check out pages by customizing functionalities like Save for Submit Feature andfunctionality to have additional recipients during checkout.
* Understanding of all ITIL Process and Development in Custom Apps.Designed and configured different Workflows for various Service Catalog items and implementing end-to-end Service Catalog
* Used ACL's for controlling the security mechanism in ServiceNow.
* Gathering requirements and converting BRD’s into technical requirements. Created design patterns & implementation plans for ServiceNow enhancements.
* Expertise in providing customer support for development, testing, and debugging.
* Expertise in interaction with Business Analysts, Managers, Developers, Testers, and End Users.
* Understanding and experience of IT operation management (ITOM).
* Strong experience in Business/Technical document preparation with MS-WORD, MS-Power point.
* Closely involved with the QA team & assisted them to develop quality Test cases by referring to the Use cases.
* Design and development of self-service added custom pages and widgets.
* Strong experience in managing, migrating, and maintaining best practices of Update Sets.
* Using Agile to complete development based on sprint / product backlogs, formulate functional testing approach, test cases and document them, Support UAT and deploy code into Production.
* Experienced in ITIL standards for the development, configuration and customization of ITSM, ITOM and ITBM Applications.
* Experienced in ServiceNow Development & Administration and have worked on the platform using Business Rules, UI Policies, Client Scripts, ACLs, Workflows, Client Scripts, Ul Actions, UI Pages, Data Policies, Script include, JavaScript, Bootstrap, AngularJS, Glide AJAX, Integrations, JSON, REST and SOAP API's, ServiceNow Service Portal, CMDB, HTML5, CSS3, and XML.
* Experienced in Performance Analytics and KPIS.
* Management (ITCM) & Asset Management (ITAM), Change Management and Release Management with Knowledge ofContent management.
* Worked as Sr. ServiceNow consultant on projects for development and implementation of process for the softwareServiceNow.
* Worked on ServiceNow ITOM business development, project delivery / implementation, building ServiceNow ITOM practice& competency (Service Mapping, Discovery, CMDB, Event Management), and providing consultancy services to businessregarding overall strategic business transformation leveraging ServiceNow.
* Experience on developing ServiceNow portal UI pages using Angular] S (1.6), HTMLS, CSS, JavaScript and Twitter Bootstrap inServiceNow Studio.
* Developed solutions using Web services, SOAP, JavaScript and other web technologies to integrate ServiceNow withinternal/external systems and tools.

**Technical Skills**

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| **Web Technologies** | HTML5, Bootstrap, JavaScript, CSS3, SCSS, jQuery, AngularJS, XML, JSON, Docker, Kubernetes and AJAX. |
| **ITSM Tools** | ServiceNow, Service Desk, Service Request Management, Change Management, Incident Management |
| **Database Tools** | Oracle 9i/10g/11g, SQL Server |
| **Other skills** | Business Rule, Client Script, UI Action, UI Policy, SOAP Web API, REST Web API, Jelly Script, Background Script, Fix Script, Glide API stack, SQL, Scheduled Jobs, Reporting, and more. |

**Educational Background**

**Bachelor’s in Computer Science and Engineering at VelTech University 2014**

**Work Experience:**

**Professional Experience:**

**Client: Verizon, Irving TX. Sep 2021 - Till Date**

**Role: Sr.ServiceNow Developer**

**Responsibilities:**

* Implemented multiple Applications, Modules, Tables and Views as per client’s requirement and process for Incident Management, Problem Management, Knowledge Management, Change Management, Asset Management and Service Catalogs.
* Created various front-end forms, and associated Client Scripts, UI policies, including advanced customizations that require modification of UI Pages and Macros.
* Managed end user portal and created dynamic, static block for the content management system.
* Implemented best practice for ServiceNow Scripting, which enhanced the System performance.
* Designed Workflows using flow designer along with standard Workflow templates which can be reused.
* Writing Business Rules, Client scripts, UI Policies and UI Actions to customize the instance as per Business needs.
* Strong knowledge of server-side scripting Business rules and Script Includes.
* Implemented ServiceNow ITSM applications using ITIL V3 services best practice processes, methods, testing, and training projects for multiple, diverse organizations.
* Setup MID Server used by Discovery and troubleshooting problems with the tool configurations.
* Prepared Implementation Plans for every release in ServiceNow and provided Walkthrough to the entire team to execute the steps.
* Worked on GRC application (Governance, risk and compliance).
* Collaborated with IRE Team on development of GRC solution,
* Implementing, configuring, on boarding and administrating GRC plugins.
* Created reports to display the open Compliance Tasks on the GRC dashboard.
* Experience with CMBD, Discovery and Asset Management.
* Perform core configuration tasks including system policies, business rules and client scripts.
* Integration of ServiceNow with LDAP for authentication.
* Act as SME on incident management, change management process and knowledge article.
* Work with Infrastructure, Security, and service providers to conduct proof of concept, design, and implement discovery, service automation, and other related features.
* Customizing and developing for the ServiceNow Platform using, SOAP web services
* Proficient in development of workflows, custom web services, custom notifications, assessments, custom app. development etc.
* Configured IP Addresses to identify the undiscovered CI's and insert them into CMDB.
* Wrote business rules to avoid empty configuration items to be stored in CMBB after discovery tool runs a scheduled job.
* Agile Transformation while managing a team of 3 developers, 2 QA and a BA and delivered the riteOSS product for pre-FAT phase of the project. This rite OSS product is a Zenoss/ ServiceNow/ UMOI9 integrated system that manages all types of IT devices for Roadside Monitoring, This event, notification, incident and work order system is a device full solution service.
* Used Jenkins pipelines to drive all micro services builds out to the Docker registry and then deployed to Kubernetes, Created Pods and managed using Kubernetes.
* Building/Maintaining Docker container clusters managed by Kubernetes Linux, Bash, GIT, Docker, on GCP (Google CloudPlatform).
* Utilized Kubernetes and Becket for the runtime environment of the CI/CD system to build, test deploy
* Managed groups, and roles as per the license requirements.
* Customized and Configured Change Management workflows as per the requirements from the Customer.
* Used Web Services to communicate ServiceNow with the External applications using SOAP and REST API’s
* Implemented Risk Management for the Risk evaluation of the change Request associated with the Configuration Item.
* Involved in daily, weekly, and monthly meetings with client on the work progress and discussions on the upcoming work.
* Building/Maintaining Docker container clusters managed by KubernetesLinux, Bash, GIT, Docker, on GCP.
* Configure ServiceNow HRSD including Portal, Enterprise Onboarding, Case Management, Knowledge Management,
* Configure ServiceNow HRSD suite and implemented HRSD roles, COE structure, Services Configuration, Record Producers.
* Create User Criteria, HR criteria for knowledge base access in HRSD. Worked on HR Templates, HR services in HRSD scoped Application.
* Collaborate with the GRC team on the development of the GRC solution.
* Implementing, configuring, on boarding, and administrating GRC plugins.
* Created several workflows for ITSM, Service Catalogs, GRC, Security Operations, Performance Analytics and HRSD.
* Responsible for Development Team Performance and involved in grooming & mentoring team members on various processes.
* Experience in Implementing ServiceNow Discovery and CMDB and integrating it with change management.

**Client: AT&T, Texas Jan 2020 – Aug 2021**

**Role: ServiceNow Developer**

**Responsibilities:**

* Analysis of business process maps and requirements, admin, maintenance and support of existing processes and functionality, and development of new processes according to ITSM best practice and using ServiceNow.
* Experience in configuring ServiceNow for various ITIL Processes like Incident and Service Request.
* Worked on schedule jobs to manage business needs and created Service Catalogs and its workflows.
* Experience in activities related to Configuration like Creating Roles, Profiles, Email
* Hands on Experience in configuring and customizing all aspects of ServiceNow like UI actions, UI Policy, Business rules, Data policies, Client scripts.
* Experience in working with Workflows, Import Sets, and Update Sets
* Leveraging knowledge and Leveraging knowledge and experience to deliver end-to-end methodologies within ServiceNow, which includes architecting technical implementation of IT Infrastructure Library (ITIL) processes, organizing and prioritizing development effort, interfacing with vendors and management, and coordinating effort of administrators.
* Worked on Service Mapping and integrated with ServiceNow Discovery for Discovering enterprise infrastructure andservices.
* Knowledge of web-based development languages; Specifically, JavaScript, Ajax, HTML, CSS and PowerShell.
* successfully implemented ServiceNow ITSM/ITBM/ITOM/ITAM/CSM (Paris, Quebec) modules within given timeline and underbudget
* Development of requirement integration components (SSO, LDAP, SOAP).
* Responsible for the execution and delivery of the ServiceNow application across the enterprise. (ITSM, ITOM, Platform, ITBM,
* security and Compliance modules). to track all the Business requirements and their implementation.
* Involved in various ServiceNow customizations as per client's requirement and in migration between various ServiceNow instances using Update Sets.
* Developed widgets and fixed widgets in Service Portals to enhance the User Experience.
* Create and use update sets to move customizations between systems.
* Writing Business Rules, Client scripts, UI Policies and UI Actions to customize the instance as per Business needs.
* Worked on End to End implementation of CMDB module using Discovery tool in ServiceNow.
* Worked with Open shift platform in managing Docker containers and Kubernetes Clusters.
* Worked on infrastructure with Docker containerization and maintained Docker Images and containers.
* Configure application related fields, forms, views, email notifications, acceptance roles and access controls.
* Involve in the backlog refinement, sprint planning, sprint retrospective and provide my thoughts wherever needed.
* Extensive experience on Assignment Rules, Data Lookup definitions, Order guides, Dictionary Overrides and used Glide.
* Scripting, Client & Server - side scripting for creating UI Policies and UI Actions, Data Policies, Business Rules, Client scriptsand Script includes based on user requirements.
* Designed and configured different **workflows** for various **Service Catalog items**.
* Trained on **APM** by internal resources and worked on propagating the data from Business Application to Application Instances, Application Clusters and Application End points.

**Client: Barclays - Whippany, NJ Nov 2018 – Dec 2019**

**Role: ServiceNow Business Analyst**

**Responsibilities:**

* Responsible for various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Experience with XML, HTML, AJAX, Jelly, CSS, jQuery, Bootstrap and AngularJS frameworks.
* Designed and engineered solutions leveraging all appropriate components offered by Service-Now to answer the needs forbusiness workflows, ticketing or other ITSM requirements.
* Implemented ServiceNow ITOM/ITSM applications using ITIL V3 services best practice processes, methods, testing.
* Worked on configuration of LDAP connection in ServiceNow, LDAP servers to upload SSL.
* Created Custom Apps in ServiceNow after gathering requirements.
* Designed many catalog items out of which few catalog items involve integration using SOAP Web Service, Restful API
* Experience working with Quality Center and SharePoint.
* Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in ServiceNow Jakarta.ServiceNow ITBM and project management, ITOM Network layout for standard email configuration Basic email services andfeatures Mail servers maintained by ServiceNow.
* Involved in LDAP integration with ServiceNow for obtaining users and groups.
* Personalize in creating forms and fields for the various roles and groups to target company requirements.
* Setting up Discovery Application and configuring it to update the CMDB Accurately.
* Worked on setting up Service portal content so that it's only available to authenticated users.
* Integrated ServiceNow with LDAP and enabled Single Sign on
* Provide strategy and technical insight in designing and supporting ServiceNow based on best practices in ITSM/ITAM.
* Involved in Configuration, Web Services, Catalog Client Scripting, SOAP, Developing complex workflows.
* Developed widgets and fixed widgets in Service Portals to enhance the User Experience.
* Experienced in developing AJAX interfaces with libraries and frameworks AngularJS, React JS, jQuery.
* Experience with Service Portal to determine the users logging in to the portal and customization with a combination of system properties and script include.
* Activated the Plugin to implement Service Portal and modified the existing widgets and created new widgets and pages to design the Service Portal according to the Client Requirements.
* Configured MID Server to import data from external sources.
* Worked on End-to-End implementation of CMDB module using Discovery tool in ServiceNow.
* Worked on creating and maintaining of Service Catalog/Portal Items in support of CMDB/ITOM projects.
* Designed and configured different workflows for various Service Catalog items
* Prepare mapping document for integration between Jira /Confluence and ServiceNow.
* Worked with different software methodologies that includes Software Development Life Cycle (SDLC), Agile and Waterfall.
* Conducted the full SDLC lifecycle to implement ServiceNow Software and Hardware Asset Management and integrated itwith an external discovery tool.
* Worked on user interface applications and professional web applications using JavaScript, HTML 4.0/5, PHP, CSS3, JSON, AJAX, Bootstrap and XML.

**Client: Walmart - Bentonville, AR (Offshore) Jun 2016 – Oct 2018**

**Role: ServiceNow Administrator**

**Responsibilities:**

* Involved in analysis of end user requirements and worked closely with team lead and Business analysts in understanding the current Service now system.
* Worked on Incident management, change management and Problem management modules as per the requirements,has also worked on other modules such as, CMDB and Knowledge base.
* Involved in change and release to production touch points, incident, and problem management processes.
* Implemented and maintained the Service now platform to meet the business processes and support ITIL.
* Good hands-on experience on ITIL framework.
* Designing and customizing new applications and modules as per the requirements.
* Involved in creating users, groups, roles and load the data to service now using import sets on daily, weekly or requirement basis.
* Writing Business rules, Client scripts, UI policies and UI actions to customize the instance.
* Worked on various modules in Service catalog Management.
* Involved in configuration of email notification and SMS notification to alert the users of Service now.
* Developed solutions using web services, SOAP, JavaScript, and other web technologies to integrate ServiceNow with internal/external systems and tools.
* Worked on Service now scripts by using JavaScript.
* Created Splunk app for Enterprise Security to identify and address emerging security threats using continuous monitoring, alerting and analytics.
* Worked on creating users, roles, groups and load the data to ServiceNow objects using import sets on daily, weekly, monthlyand on request basis.

**Client: Syntel, Chennai, India Jun 2014- May 2016**

**Role: SQL Developer**

**Responsibilities:**

* Analyzed, developed, documented and validated QA work products of patient application, against the Use Cases and datastructure diagrams for Business Requirement Documents as part of the SDLC activity.
* Prepared Test Plan and Test Cases using A&D document, SoBro Document, PCRs (Project change request) and Process flowdocuments.
* Analyzed the Business requirements, performed ambiguity reviews and communicated the inconsistencies between therequirements and application.
* Participated in Requirements estimation, Requirements Review meetings with the Business.
* Developed test design specifications, and test scripts for various test scenarios.
* Tested the application utilizing the Scrum (Agile) methodology.
* Involved with BA's, architects, Dev team to understand the Business process flow/design for effective testing.
* Performed Web based Testing that included functional testing, Usability testing, Interface Testing based on HIPAA and H7rules
* Lead responsibilities including organizing the daily scrum, prepare the master test plan, the test log and tracking and defectsummary report.
* Used UNIX for Automatic Scheduling of jobs. Involved in Unit Testing of newly created PL/SQL blocks of code.