**Adithya Kumar**

**Email:** adithyakumar.snow@gmail.com

**Phone: (219) 378-0289**

**ServiceNow Developer**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Professional Summary**

* 9 years of professional experience in IT industry and 6+ years of experience in ServiceNow platform implementation, development, support and administration.
* **Certified Professional** in **ServiceNow Application Developer and ITIL.**
* Expertise in Design and configure **ITSM (incident, change, problem)** in Servicenow.
* Experience on various IT Services of ServiceNow tool like **Service Catalog Requests, Asset Management, Configuration Management,** Service-Now Administration, Incident and Problem Management, Knowledge Management, Reporting, Gauges, Integration with Web Services.
* Experience in configuring and customizing all aspects of ServiceNow like **UI actions, UI policy, Business rules, Data policies, and Client scripts.**
* Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks.
* Strong understanding of ITIL/ITSM V3 processes.
* Experienced in documenting Requirements, **creating Design, Architecture, and Implementation Plan** for releases.
* ServiceNow Integration Experience:
* Experience in integrating ServiceNow with **Workday**.
* Experience in integrating ServiceNow with **Microsoft SCCM/SMS.**
* Experience in integrating ServiceNow with **SQL Databases.**
* Experience in using ODBC and JDBC to pull and push the data to other applications.
* Experience in integrating ServiceNow with the **LDAP Server.**
* Experience in integrating ServiceNow with external Web Services and Oracle SOA based Web Services.
* Experience across a wide base of modules within ServiceNow, including from the **ITOM and ITOM, ITBM** suites.
* Developed script on server side and client side for **BUSSINES RULES, UI POLICIES, UI ACTIONS, UI MACROS & CLIENT SCRIPTS.**
* Experience on **Governance, Risk and Compliance Application** (GRC).
* Experience in handling tables on **CMDB** and had a profound knowledge on **DISCOVERY.**
* Experience working on current versions of ServiceNow: Rome and San Diego.
* Integrating ServiceNow with different 3rd party integrations using **REST and SOAP API** calls.
* Expertise in **ServiceNow integration with Workday,** automation of Onboarding and Offboarding.
* Expertise in **troubleshooting and debugging** ServiceNow environments.
* Experience with ServiceNow implementation of **PPM (Project Portfolio Management).**
* Actively participated in Release Management activities. Responsible for migration of Update Sets, managing release schedules and scheduling system Clone across non-production instances.
* Configured Mid Server’s on to the different Instances.
* Experience in working with **Agile/Waterfall** methodology development.

**Certifications:**

* Certified ServiceNow Application Developer - 21761476
* ITIL Foundation Certificate in IT Service Management

**Technical Skills:**

|  |  |  |
| --- | --- | --- |
| **ITSM Tools** |  | ServiceNow, BMC Remedy, Service Desk 7.6.4/6.x/5.x/4.x, Service Request Management 2.1/2.2/7.6, Change Management 7.6.4/6.x/5.x/4.x, |
| **Programming Languages** |  | C, C++, Java, SQL, XML, HTML, CSS, AJAX. |
| **Database** |  | Oracle 10g, MySQL CMDB. |
| **Web Technologies** |  | XML, HTML, Java, Java Script, Excel VBA. |
| **Operating System** |  | Linux and Windows. |
| **Web/Application Servers** |  | IBM Web Sphere 6.x, Web Logic 10, Apache Tomcat |
| **Software Methodologies** |  | SDLC, Waterfall, Agile, XP, Scrum, Kanban |
| **Packages** |  | MSOffice (Word, Access, Excel Outlook and PowerPoint). |

**Professional Experience**

**Client: Cisco Systems, Austin, TX.**

**Role: ServiceNow Developer. Apr 2021 - Present**

**Responsibilities:**

* As a ServiceNow developer, I am responsible for designing and developing of ServiceNow Integration with Workday, Service Catalog, HR service delivery, Configuration Management, Incident-Problem-Change management modules, troubleshooting, Bug-fixing, and report management.
* Requirements gathering by understanding how stake holders wants their business to look like and provide wise suggestion to help the client use the service now tool the most effective way which justifies the value of licensing it.
* Created HR cases for Employees to record the processing of HR requests, such as a request from an employee for a leave of absence.
* Created, Developed, and implemented HR cases for automated HR processes, such as employee onboarding and offboarding.
* Implemented Change management from scratch along with major built in CMDB along with implementing security to data, based on the user limitation not just for ITSM tickets but also to core forms and foundation data, based on Onshore-Offshore User access limitation.
* Experience in defining ITAM processes and procedures in Asset management module.
* Experience on creating custom integration components like LDAP, SSO.
* Development of Service catalog which includes creating new catalog items, designing workflows and execution plans.
* Working on ITBM-Strategic Portfolio Management (SPM).
* Worked on Demand management to centralize strategic requests and consolidate the process for new products and services.
* Worked on Resource management, Project portfolio, Agile Development in SPM.
* Worked on Performance Analytics (ITBM) on role-based dashboards for customer services.
* Implementation, customization, and maintenance of ITIL Modules such as incident management, change management, problem management, service CatLog, CMBD in ServiceNow.
* Implemented Discovery and Service Mapping to populate CDBM.
* Design and engineer solutions leveraging all appropriate components offered by ServiceNow to answer the needs for business workflows, ticketing or other ITSM requirements.
* Experience working with **Business Rules, Client Scripts, UI Policies, UI Actions, Script Includes, Access Control Lists.**
* Configured Event Management (ITOM) by configuring Connector instances and Connector Definitions.
* Implementing ServiceNow ITOM product, including Discovery, Service Mapping and Active Directory Password Reset (Orchestration) Applications.
* Worked on **creating users, roles, groups** and Configured **LDAP Server and LDAP** Listener for updating the user and group table record.
* Created groups, roles, and security groups to access certain functionalities and customized home page.
* Customization of screens and workflows based on client requirement.
* Experience on creation of catalog items, record producers, order guides.
* Extensively worked on Workflows and web service integrations and Created Database views to create reports across multiple tables.
* Deployed custom HR module while integrating with 3rd party HR System like Workday.
* Worked with transform maps and data sources for data loads and management.
* Working with schedule jobs, events, and triggers to manage business needs and handle background work.
* Created Reports and scheduler process to send report to management about incidents, problems and application diagnosis report-based control and alert messages using Email Notification.
* Experience with implementing configurable **SLA** management.
* CMDB is updated and accurate per server specifications in preparation for go live change process.
* Working on **ITIL** framework especially on Service management & Incident/change /request managements.
* Worked on the integration of ServiceNow with third party applications, **Integrated Service Catalog, and Incident module.**

**Environment**: ServiceNow, Windows 10, Java script, HTML5, CSS.

**Client: CVS Health, Lincoln, RI Jan 2019 – Mar 2021**

**Role: ServiceNow Developer**

**Responsibilities:**

* Development of Service catalog which includes creating new catalog items, designing workflows and execution plans.
* Created functional and technical specifications documents for various ServiceNow modules.
* Technical contributor to ServiceNow systems which includes three instances (Development, Test, and Production).
* Major responsibilities include coordinating, managing, and performing technical activities for ServiceNow modules and applications.
* Working with Business stakeholders understanding the functional requirements and designing the architecture of the custom applications within ServiceNow.
* Worked on Configuration and maintenance of Business Rules, Client Scripts and UI Policies in Service Now.
* Developing and configuring ServiceNow modules including Project Portfolio Management (PPM).
* Creating the UI pages to use them in catalog items.
* Involved in gathering the requirements from the Business Team and creation of technical, functional specification documents.
* Experience in creating and configuring SLAs as per product requirements.
* Involved in **LDAP** integration with Service Now for obtaining users and groups.
* Experience with development of Service catalogs - catalog items, designing workflows and execution plans.
* Experience in Cloud management and creating the managed services like Microsoft Azure.
* Writing the **Catalog client scripts and UI policies** to make Client-side changes.
* Created ACLs to grant access to specified users and managed the assignment rules.
* Developed new workflows and change management policies for Release management and Operations Automation.
* Monitored **ITIL** Service delivery via process mapping audits and design procedures.
* Solution and standardized the **ITSM** process in bid management to satisfy the customers.
* Configured multiple Catalog Items Front-end web / **GUI** components using **JavaScript,** **Angular, CSS**, and **HTML5.**
* Handling Day to day IM/PM and CM tickets according to the Priority & Business needs.
* Coordinate with Platform Management team, Incident management & developed SLAs.
* Responsible for developing, evaluating &amp; presenting weekly and monthly Change Management metrics to Executive Management.
* Developed monthly Change Cost Analysis reports of the clients to Executive Management Team.

**Environment**: ServiceNow, JavaScript, HTML5, Azure, CSS, Windows 7/8.

**Client: eBay, Santa Clara, CA. June 2017 – Dec 2018**

**Role: ServiceNow Consultant**

**Responsibilities:**

* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in ServiceNow.
* Worked on loading the data into ServiceNow using import sets.
* Extensively worked on the Implementation, Configuration and maintenance of **Business Rules, Client Scripts and UI Policies.**
* Involved in redesigning the workflows using ServiceNow workflow editor.
* Requirement gathering, analysis, and development for catalog forms and workflows.
* Imported Configuration Items (CI) from third party applications using import set tables.
* Involved in migration between various ServiceNow instances using Update Sets.
* Involved in customizing the forms for the **Incident, Change and Problem Management ITIL** processes.
* Integrated AWS Config with the Service Now CMDB and Implemented efficient incident, problem and change management of services deployed Cloud Formation.
* Development of Service catalog - catalog items, designing workflows and execution plans.
* Excellent knowledge on code migration between various ServiceNow environments using Update Sets.
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, CSS and HTML5.
* Configured multiple forms for Asset module using Configuration Management Database.
* Creating database views to pull the reports on variables which are being used by catalog items.
* Performed end-to-end testing for the CMS Portal and Service Catalog module for the Eureka release.
* Develop homepages, database views and custom reports.
* Writing Catalog client scripts and UI policies to make client-side changes.
* Creating Knowledge articles to document the steps in creating the catalog items.
* Working on different kinds of variables and variable sets.
* Working on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
* Pulling reports and scheduling the reports as per the client requirement.
* Experience on working with Script Includes and Scripted Web Services.

**Environment:** ServiceNow, JavaScript, HTML5, CSS, Client Scripting, Workflows, Notifications.

**Client: Wells Fargo, Charlotte, NC. Oct 2016 – May 2017**

**Role: ServiceNow Administrator**

**Responsibilities:**

* Working with client and functional requirements within ServiceNow.
* Facilitating rollout of new applications and modules.
* Worked on customizing Incident, Problem and Change management screens using Client Scripts, **UI Policies, UI Actions** and **Business Rules**.
* Design and implement new functionality using Business Rules, UI Policies, and Access Lists etc.
* Service Catalog and Request Workflow Design and Configuration.
* Designing the Content Management System for Various system which involved layout, CSS and Service catalog work.
* Created various workflows for **Incident Management, Change Management, Service Requests and SLA's.**
* The service we also provide to clients is a semi managed service for administering their Service desks that has been implemented. This includes various administration tasks within Service desk software.
* Created Buttons and context menus both on form and lists using **UI actions**.
* Designed many email templates by using html and jelly scripting and used them in notifications.
* Written script includes and invoked them in business rules and client scripts.
* Imported Configuration Items (CI) from third party applications using import set tables.
* Created data sources and loaded the ServiceNow tables with different data formats.
* Created transform maps both automatic field mapping and scripting.

**Environment:** ServiceNow, Windows 7, XML, Java script, HTML5, CSS.

**Client: Serinux Technologies Ltd, Hyderabad, India Mar 2013 – Mar 2015**

**Role: Java Developer**

**Responsibilities:**

* Actively involved in analyzing and collecting user requirements.
* Wrote Specification for the development.
* Wrote JSPs, Servlets and deployed them on Tomcat application server.
* Involved in writing PL/SQL Stored procedures, views for backend database access.
* Expertise in Object Oriented Design using UML-Rational Rose.
* Involved in Server side and Client-side programming.
* Wrote SQL stored procedures and used JDBC to connect to database.
* Developed data layer using JDBC.
* Created a user interface with HTML and JSP.
* Involved in developing various servlets and used DB2 as the database and wrote SQL & PL-SQL.
* Creating database views to pull the reports on variables, which are being used by catalog items.

**Environment:** Java/J2EE, EJB, JDBC, Servlets, JSP, Eclipse IDE, HTML, XML, JavaScript, BEA WebLogic, Oracle, Internet Explorer, Windows.

**Education:**

Masters in Computer and Information Sciences, Southern New Hampshire University, 2016, NH, USA.

Bachelors in Information technology, Jawaharlal Nehru Technological University, 2014, Hyderabad, India.