**Chakravarthi Paruchuri** 

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**SUMMARY:**

* IT Professional with more than 9+ years of significant expertise including 7+ years of Service Now as a design, development, implementation, and administration of information technology applications using Service Now, ITSM applications and enhancing web solutions.
* Experience in Configuring Applications using Service - Now tool, used in ITIL Management. Strong understanding of ITIL V3. Deep functional and technical knowledge of the Service Now platform as well as experience delivering medium to large-scale Service Now implementations.
* Experience in Implementation, design, development, documentation, deployment, and post- production support following Software Lifecycle using SDLC SCRUM.
* Expert in Service Now with experience on implementing end-to-end Service Catalog, Incident Management, Configuration & Asset Management, Change Management, Financial Management and Release Management with extensive knowledge on Content Management System.
* Expertise in Design and configure ITSM and customizing the applications using Java script, AJAX and HTML in Service Now.
* Good Knowledge about ITIL standards which are helpful in development and customization of ITSM Applications.
* Involved in configuring the Business Rules, Client Scripts, UI Policies, and Access Lists in Service Now.
* Designing and implementing ITAM solutions.
* Designing architectures for ITAM systems including integrations with financial, HR and other IT systems and ITIL processes.
* Designed, configured and implemented solutions using Java Scripting.
* Involved in managing system configurations, gathering and documenting user and process requirements, Creating and Developing Workflows.
* As a tester, performed quality assurance testing, User Acceptance testing and Third party integration for Service Now platform.
* Worked extensively on LDAP integrations. Very good understanding of Integration with these varieties of protocols: SOAP, JDBC, and ODBC.
* Strong skill set in the Service Now suite development including REST integration.
* Experience in debugging and troubleshooting the existing codes.
* Excellent knowledge of hand-coded HTML, CSS, JavaScript, DOM, JavaScript/UI libraries and their use in implementing AJAX solutions.
* Experience in working with the workflows using Service Now workflow editor.
* Generated JavaScript's to create Business Rules, Client Scripts, UI Policies and UI Actions.
* Involved in Data Integration and Migration with the existing Legacy systems using data loader.
* Implementing ITAM processes, policies and procedures.
* Assessing existing ITAM systems for improvements
* Experience in Continuous Integration tool Cruise Control and Jenkins
* Flexible to work on new technologies and ability to quickly fit into the team and take challenges as required
* Excellent Knowledge in SCM Process redesign, build and release management, project management.
* Experienced all facets of full CM process with tools such as Git, SVN, ANT, MAVEN, NANT and Bamboo.
* Good exposure to Testing and Debugging Applications.
* Adaptive to team environment and has the capability of completing complex tasks independently.
* Capable of learning quickly and delivering solutions as an individual and as part of a team. Self-motivated Team player with excellent interpersonal and communication skills.
* Strong communication skills, with the ability to convey concepts/requirements between technical and non- technical stakeholders.
* Discovery CMDB Asset Management

**PROFESSIONAL EXPERIENCE:**

 **Express Scripts, Franklin Lakes, NJ Nov 2021 – Till now**

**Sr. Service Now Developer**

**Responsibilities:**

* Perform day to day administration of the Service-Now tool Maintain business services and configuration item relationships in Service-Now tool.
* Created notifications based on user requirements and configured inbound email actions to create Incidents on Request.
* Extensive development in our Service Now platform including creation and customization of our Incident, Request, Service Change, Service Level**,**Knowledge and Configuration (CMDB) applications and processes.
* Used import sets and transform maps to import data into Service Now.
* Managing user, groups, roles and data with Tables, the CMDB, Import Sets, and Update Sets.
* Hands on experience in technical Implementation of Incident management, problem management, change management and service catalog.
* Installation of BMC Topology discovery tool and configured to integrate with BMC remedy ITSM CMDB Suite.
* Creates Workflow activities and approvals. Implement new workflows that use a variety of activities to understand how records are generated from workflows.
* Involved in Integration with third party tool Altiris, where data is imported to CMDB.
* Involved in LDAP Integration with Service Now for obtaining users and groups.
* Worked on Service Now discovery to identify configuration items (CI) and populate them in CMDB.
* Worked on CMDB and populated it by importing data of IT assets into the system.
* Utilized Orchestration to extend workflows to interact with systems and application code outside the Service Now Instance.
* Added new user profiles using Orchestration.
* Maintain operational service for Service-Now Application and workflows Incident Management, Problem Management, Change Management, Self-Service, Service Request Management, Knowledge Management., Asset Management, Discovery/CMDB, SDLC Scrum Process, Custom Apps, Report, User account administration, user roles and permissions**.**
* Created reports, workflows, and data imports for Incident, Problem, Service Request, and Change Service Now modules.
* Implemented JDBC Export to execute custom SQL queries in the target database based on requirement.
* Integrated Service Now with third party applications using SOAP web service.
* Experience in e-bonding two instances using SOAP web service.
* Experience working with Replicator a native Service Now application to e-bond two service now instances.
* Designing and implementing ITAM solutions.
* Designing architectures for ITAM systems including integrations with financial, HR and other IT systems and ITIL processes.
* Performed CRUD operations on web server using Service Now outbound Rest functionality.
* Performs core configuration tasks including system policies, business rules and client scripts.
* Implemented discovery from scratch and installed mid servers.
* Configured mid server to import from external sources.
* Experience working with Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Access Control Lists.
* Performed cloning, patching and upgrades on Service Now Instance.
* As a part of support activity resolved incidents by proper root cause investigation.
* Rapidly realize business value through purpose driven CMDB adoption.
* Project Management of Service Now system which includes restoring database to current system, upgrading to latest version of Service Now, and setting up and configuring Auto discover/MID Servers.
* Provide integration guidance on ITAM and CMDB projects for system integration
* Experience with service watch which is used to discover and map all applications and IT infrastructure components.
* Developed Service Catalog items based on the requirement provided by the stakeholders.

**Air Products, Allentown, PA  Dec 2019 – Oct 2021**

**Service Now Developer**

**Responsibilities:**

* Create and maintain API and data integration process between Service Now and other Services
* Experience in Communicating with external web services using SOAP Messages and REST.
* Experience in loading assets into SNOW from third party system using Web Services and Import Sets.
* Worked on Modules of Service Now like Incident Management, Change Management, Service Catalog, and Reporting and few other custom applications.
* Provided design, technical solutions for the user requirements Confidential Client and made recommendations to improve their current processes.
* Developed Client Scripts, UI policies, Business Rules, Security Rules and UI Actions, UI Pages/Macros.
* Worked on JDBC Extracts, SQL queries, Data sources, external connectivity using SN data source, Web services, Email integrations etc.
* Designed many catalog items out of which few catalog items involve integration using SOAP Web services, Restful API.
* Performs maturity assessments on ITAM and CMDB customer processes.
* Build process roadmaps for ITAM, and CMDB processes.
* Provide health checks on Service Now for ITAM and CMDB processes
* Provide ITAM and Configuration subject matter expertise.
* Created Data Sources from various external applications, scripts to parse incoming data and transform into Service Now.
* Worked on creating various Import sets and Transform maps for data uploads using excel sheets.
* Created Database views to create reports across multiple tables.
* Created Service Catalog templates for various use cases which are used for Catalog Admins to develop catalog items.
* Translated business requirements into Service-Now oriented technical/procedural requirements.
* Collaborated with Technology Service desk and Service Management to evaluate requests to change, customize, and configure service now.
* Consulted with the Client's user community to identify and evaluate business needs.
* Experience working with email notifications, inbound actions, reports, gauges, and home pages.
* Supported the development and maintenance of ITAM operational and financial metrics and Established support models required to achieve them.
* Defined the functional needs for our ITSM system, Service Now, and architected the specific implementation.
* Troubleshot ITSM issues and Integration related work such as CMDB, LDAP and Network Automation.
* Worked on creating users, roles, groups and Configured LDAP Server and LDAP Listener for updating the user and group table record.
* A Service Now expert with experience on implementing end-to-end Service Catalog, Incident Management.
* Created ITAM policies and policy management.
* Used SAM programming to control inventory through accurate databases.
* Implementing Service Now Discovery and CMDB and integrating it with Change management.
* Assist clients address business needs through the application of the Service Now platform in support of ITIL best practices.
* Responsible for participating in the support of the processes, tools, and methodologies to drive consistent IT Software Asset Management (SAM).
* Implementation experience of Event based integrations like Mid Servers and Web Services.
* Customized and created workflows for Change Management, Configuration Management, and knowledge management and for service catalog items.
* Involved in change and release to production touch points, Incident and Problem Management processes.
* Involved in MID Servers for granted access to the SNMP devices by the ACL.

**Capital One, Dallas, TX Jul 2018 – Nov 2019**

**Service Now Developer**

**Responsibilities:**

* Extensively used the Glide Record for server-side scripting (in business rules).
* Involved in requirement gathering sessions with the client and created the specification documents (technical and functional) as per the requirements.
* Worked on Agile methodologies where requirements, design, testing, deployment needs to be done as early as possible.
* Involved in designing discussions with architect.
* Worked on customizing Incident, Problem and Change management screens using Client Scripts, UI
* Policies, UI Actions and Business Rules.
* Involved in integration of Service Now with Oracle SOA Web Services.
* Involved in Service Catalog and Request Workflow Design and Configuration.
* Involved in loading of data into CMDB using discovery and file imports.
* Involved in customizing the form design and layout for Incident, Problem and Change Management.
* Involved in configuring the Business Rules, Client Scripts, UI Policies, and Access Lists in Service Now.
* Created the new Applications and Modules, custom tables in Service Now.
* Designed email templates by using html and jelly scripting and used them in notifications.
* Wrote script includes and invoked them in business rules and client scripts.
* Involved in migration between various environments in Service Now using Update Sets and Import Sets.
* Involved in setting up the SLAs as per the requirements.
* Created various workflows for Incident, Problem, and Change Management Service Requests.
* Created Buttons and context menus both on form and lists using UI actions.
* Imported Configuration Items (CI) from third party applications using import set tables.
* Created data sources and loaded the Service Now tables with different data formats
* Users are populated into the system using LDAP integration and worked closely with Service Now team and Infrastructure team to facilitate this integration.

**Acmetek Global Solutions Inc, INDIA**

**Service Now Developer May 2016 - Jun 2018**

**Responsibilities:**

* Assisted client implementing the MSP (Managed Service Provider) instance for Service-Now and Domain separation for Service-Now Instances.
* Worked with client and functional requirements within Service Now.
* Facilitating rollout of new applications and modules.
* Assist in the definition of business requirements and provide definitions and updates of system design documentation.
* Implement Service-Now customization including, but not limited to, Client Scripts, UI policies, UI Actions, Script
* Includes, Business Rules, workflow administration, report setup, and data imports and exports.
* Service Now application development; including creation and configuration of Service Catalogs, Email
* Notifications, Data imports and exports and Reports.
* Experienced in the analysis, development and automation of various ITSM processes including Incident Management,
* Change Management, Asset Management, Service Request, Configuration Management including setup and configuration of MID Server and Configuration Item Discovery
* 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
* Worked with windows team, network team and Asset team in order to check for the data collected through discovery is accurate.
* Created new Business Rules/Script Includes/Client catalog script/Client Script.
* Configured chat functionality for Service Desk ticketing queue
* Created transform maps for importing CMDB data.
* Written script includes and invoked them in business rules and client scripts
* Imported Active Directory to Service now using data sources.
* Created data sources and loaded the Service-Now tables with different data formats
* Created transform maps both automatic field mapping and scripting
* Also worked on Asset Management and loaded the data into it.
* Integrated Fire eye tool with Service-Now using Email integration inbound actions scripting.
* Worked on the integration of Service Now with Siebel, integrated Service Catalog and Incident module.
* Used JMS integration to fulfill this requirement, worked on Scheduled Jobs and Mid Server Script Includes to fulfill the requirements.

**Innominds, Hyderabad, India Jun 2014 – Apr 2016**

**Web Developer**

**Responsibilities:**

* Experience in developing professional web applications using front-end technologies like: HTML5, CSS3, Angular2/4,
* JavaScript, jQuery, Bootstrap 2, Ajax and JSON.
* Strong working knowledge of HTML5, CSS3, Angular2/4, jQuery.
* Experience with Responsive Web Design (RWD).
* Worked on Securing WebSphere Portal with LDAP and DB2, WebSphere with LDAP.
* Build and configure WebSphere Portal components including navigation, menu, and content view port lets.
* Good Understanding of Document Object Model (DOM) and DOM Functions.
* Experience with Firebug for Mozilla, Developer Tool for Chrome and Developer Tool for Internet
* Provided Input to Service Owners regarding SLA/SLT.
* Confer with management or development teams to prioritize needs, resolve conflicts, develop content criteria, or choose solutions.
* Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
* Refer major hardware or software problems or defective products to vendors or technicians for service.
* Involved in customizing the design and development of Themes and Skins of WebSphere portal according to the client requirement

**EDUCATION: Bachelors in Computer science from KL University 2014.**