**Keshava Reddy**

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**Objective:**

Dedicated and skilled ServiceNow Developer with 3 years of comprehensive experience in designing, implementing, and maintaining ServiceNow solutions. Proven expertise in custom application development, system integrations, and process automation. Seeking to contribute my technical proficiency and innovative problem-solving skills to dynamic organization in the role of a ServiceNow Developer.

**Professional Summary:**

* Highly skilled and **certified Service Now developer** with over 3 years of experience, specializing in Service Now platform customization and integration**.**
* Experienced in developing **custom applications, configuring, and customizing** various aspects of Service Now.
* Expert in creating **Reports, Dashboards, Script Includes, Workflows, Flows.**
* Proficient in JavaScript and adept at developing custom applications and workflows on the Service Now platform**.**
* Strong experience in implementing and configuring **ITOM (IT Operations Management)** and **ITSM (IT Service Management)** modules, ensuring streamlined IT operations and service delivery**.**
* Extensive hands-on experience in leveraging the **Performance Analytics** module of Service Now, enabling data-driven insights and informed decision-making**.**
* Demonstrated expertise in **integrating Jira cloud** with Service Now, ensuring seamless communication and collaboration between the two systems**.**
* Skilled in **REST integrations**, effectively integrating Service Now with external systems for seamless data exchange.
* Capable of **building custom reports** tailored to specific requirements, providing stakeholders with valuable insights and analytics.
* Certified Service Now developer, validating comprehensive knowledge and proficiency in developing solutions on the Service Now platform**.**
* Strong problem-solving and analytical skills, capable of identifying and resolving complex issues**.**
* Worked with **Agile, waterfall and scrum methodology.**
* Excellent communication and interpersonal skills, fostering effective collaboration with cross-functional teams and stakeholders.
* Excellent analytical and logical programming skills with a good understanding at the conceptual level and possess excellent presentation skills with a strong desire to achieve specified goals.
* Committed to continuous learning and professional growth, actively pursuing opportunities to expand my knowledge and skills in Service Now development.

**Technical skills:**

* ServiceNow Development (Custom Applications, Workflows, Scripting)
* System Integrations (REST, SOAP)
* IT Service Management (ITSM)
* ServiceNow Platform Administration
* JavaScript, HTML, CSS
* Agile Methodology
* Performance Analytics
* ITOM (IT Operations Management)
* Custom Report Building
* Problem-solving and Analytical Skills
* Strong Communication and Collaboration
* Cross-functional Collaboration

**Certifications:**

* Certified Service Now Application Developer
* Certified Service Now Administrator (CSA)
* Service Now - Micro Certification - Flow Designer
* Service Now - Micro Certification - Integration Hub
* Service Now - Micro Certification - Performance Analytics

**Professional Experience:**

**Employer: Neni Techsystems Inc , Texas**

**Client: Church And Dwight January 2023 to till date**

**Position: Service-Now Developer**

**Responsibilities:**

 Collaborated with cross-functional teams to gather requirements and design custom

workflows, delivering tailored solutions to meet business needs.

 Implemented and maintained integrations with third-party systems, ensuring seamless data

flow and interoperability.

* Led ServiceNow **platform upgrades** and patches, minimizing downtime and optimizing system performance.
* Implemented ITSM module and has good experience in this module.
* Working on an **Agile** (Scrum) Development Team to deliver regular updates to business team and Project managers.
* Developed and deployed ServiceNow modules for Incident Management, Change Management, and Service Catalog, resulting in streamlined processes.
* Worked on integrating **Microsoft Sentinel** with ServiceNow instance.
* Developed and customized Service Now applications, modules, and workflows.
* Developed **custom dashboards and reports** in Service Now.
* Designed and configured **interactive dashboards and reports** to present performance metrics and **trends to stakeholders**.
* Responsible for creating**, configuring, and maintaining scheduled jobs** in Service Now.
* Worked with the end user to create and modify the **service catalogs and request workflow designs**.
* Responsible for creating various workflows for **Incident Management, Change Management, Service Requests and SLA's**.
* Created Knowledge articles to document the steps in creating the catalog item.
* Enhancements and Development in Incident Management, Request Management and Service Catalog Management.
* Experience Developing Service Now applications **from Business requirements and technical design documents**.
* In-depth knowledge of the technical implementation **of Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management, Reporting, Discovery, and Integrations**.

**Client: Kanini Software Solutions, India January 2021 to December 2022**

**Position: Service-Now Developer**

**Responsibilities:**

* Working on an **Agile** (Scrum) Development Team to deliver regular updates to business team and Project managers.
* Involved in Requirement gathering phase to gather the requirements from the business users and dealing with the team to continuously accommodate changing user requirements.
* **Integrated Zoho with Service Now** to streamline the payroll and user management for our organization.
* Developed and customized Service Now applications, modules, and workflows, focusing on seamless integration with Zoho.
* Developed **custom dashboards and reports** in Service Now, **incorporating Zoho data to provide comprehensive insights to stakeholders**.
* Collaborated with Zoho administrators to align Service Now and Zoho configuration settings and maintain data integrity.
* Utilized the **Performance Analytics module to monitor and improve service performance** and customer satisfaction.
* Designed and configured **interactive dashboards and reports** to present performance metrics and **trends to stakeholders**.
* Developed **Performance Analytics indicators, breakdowns, and formulas** to track and measure critical business processes and service levels.
* Utilized **Performance Analytics to identify performance gaps, trends, and areas for improvement**, providing actionable **insights to business leaders**.
* Provided technical support and troubleshooting assistance to end-users, resolving issues in a timely manner.
* Enhancements and Development in Incident Management, Request Management and Service Catalog Management.
* Experience Developing Service Now applications **from Business requirements and technical design documents**.
* In-depth knowledge of the technical implementation **of Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management, Reporting, Discovery, and Integrations**.
* Integrated Service Now instance to **third party service provider** to import data into the instance using the **OAuth Authentication and Rest Integrations.**
* Parse the **JSON response from the API** and map the details to tables in Service Now instance using **Transform map and staging table**.
* Responsible for creating advanced reports and dashboards for gathering meaningful insights from the data.
* Built Service Now forms from scratch along with advance customizations at the level of UI Macros/UI pages as per the complex requirements.
* Created **countless Business Rules using the Glide Record operations**.
* Created **Catalog client scripts and UI policies to make client-side changes**.
* Designed many **email templates by using HTML** and used them in notifications.
* 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.**

**Environment:** Service Now Instances: DEV, TEST and PROD