**Kumar Sai** 

**[kumarsai7309@mail.com](mailto:kumarsai7309@mail.com)  
614-259-8090  
Columbus, OH**

**Summary:**

* A Qualified IT Professional with around 7 years of experience in the **ServiceNow** platform as both **Developer** and **Administrator**.
* Overall responsibility, including management, maintenance, upgrades, and improvements for **IT Service Management application (ServiceNow)** and underlying **ITIL Processes**
* Accumulated 6 years of adept hands-on experience as a proficient ServiceNow Developer, consistently showcasing technical excellence and adept problem-solving capabilities within the ServiceNow platform.
* Hands on experience in **ATF (Automated Test Framework**) on creating unit tests.
* Perform debugging, troubleshooting, modifications, and unit testing of integration solutions.
* Complete Mastery of ServiceNow Platform, including IT Service Management (**ITSM**), IT Operations Management (**ITOM**), IT Business Management (**ITBM**), IT Asset Management **(ITAM)** and other offerings, tailored to diverse business requisites.
* Create/maintain/improve system integration documentation and processes.
* Accomplished Custom Application Development by leveraging deep insights into ServiceNow's application architecture, resulting in the design, development, and implementation of bespoke applications for Incident Management, Change Management, Asset Management, and more.
* Proficient in Server-side Scripting using JavaScript within the ServiceNow ecosystem to craft complex business logic, automate tasks, and seamlessly integrate external systems, enhancing workflows and user experiences.
* Develop Business Rules, UI Policies, UI Actions, Client Scripts, ACLs, Maintain and implement multiple integrations with 3rd party platforms (ServiceNow, SAML, Resilient, JIRA, HPSM, etc.)/(SOAP/REST).
* **SAM, ITIL, ITSM, ITAM, ITBM, HRSD, PPM, CSM, Incident, Problem, Change, Knowledge, Service Catalog, Integrations, Configuration Management Database, Custom Apps, Reporting, Client Side and Server-Side Scripting, API calls, REST, SOAP message, Orchestration, Workflows, Email Notifications.**
* Develop systems integrations and process automation.
* Involved in development of requirement integration components (SSO, LDAP, and SOAP).
* Custom dashboard page development with custom table Charts and Listing.
* Experience in JIRA integration with ServiceNow through REST API
* Worked on JIRA integration for change management process using Rest webservices.
* Integration between ServiceNow Incident and Jira application for Cloud Platform Engineering project.
* Experience developing on SaaS (Software as a Service) based tools (ServiceNow), with focus on implementing Facilities Maintenance and Capital Projects within the Nuvolo Suite
* ServiceNow and Nuvolo platform development.
* Work with business users to identify and refine business requirements and workflows.
* **Build custom reports** and **scheduling, gauges,** and **home pages.**
* **Customization** and **Configuration** of **Service Watch, Dashboards**.
* Maintain **service level agreement (SLA)** and monitor an **SLA workflow.**
* Create new **service catalog requests** and items with variables.
* Create, monitor, modify, and publish **service catalog workflows** with approvals.
* Create and use update sets to move **customizations between systems.**
* Search, populate, and customize the knowledge base, **Content management System (CMS).**
* Create and implement **access control rules (ACL).**
* Created **UI macros and UI pages** to **implement/trigger integrations**.
* Worked with **orchestration** in **ServiceNow** to work with different tools.
* Expertise in Integrations and APIs with a robust understanding of RESTful APIs and integration methodologies, facilitating smooth integration of ServiceNow with third-party tools and systems for data synchronization and real-time information exchange.
* Implemented Intricate Workflow Automation by utilizing ServiceNow's Workflow Engine, creating automated multi-step processes to minimize manual intervention and errors, boosting operational efficiency and service delivery speed.
* Skillful Service Portal Customization using HTML, CSS, and AngularJS, aligning ServiceNow's Service Portal with branding guidelines and enhancing user interfaces, leading to heightened user satisfaction.
* In-depth CMDB Configuration expertise, ensuring precise representation of IT assets, relationships, and dependencies, enabling informed decision-making and efficient change management.
* Proficient in Reporting and Analytics tools within ServiceNow, designing dashboards and reports that offer valuable insights through data visualization, empowering stakeholders with actionable metrics.
* Successfully Managed Version Upgrades and Maintenance of the ServiceNow platform, ensuring seamless transitions, preserving data integrity, and maintaining optimal functionality through regular upkeep.
* Configured Mid Servers for various Integrations and **Discovery** with third party applications.
* Experience in **designing, developing, customizing & administering ITSM suite** of applications.
* Accomplished Agile Development by collaborating within Agile environments, understanding evolving business needs, and delivering value iteratively in alignment with development cycles.
* Adhered to Best Practices and Standards, producing top-notch, maintainable, and scalable code, minimizing technical debt, and facilitating knowledge sharing across the development team.
* Experience in creating transform maps and Import Sets, both automatic field mapping and scripting.
* Worked with **Update Sets to capture** the configuration and **migrate code to higher instances in ServiceNow**.
* Expertise in **creation of workflows for Service Catalog items** in ServiceNow.
* Adept Problem-Solving and Troubleshooting skills, quickly identifying root causes, and resolving technical challenges to provide prompt support and ensure uninterrupted service.
* Conducted Training and Mentoring sessions, leveraging experience to nurture junior developers, fostering skill growth and knowledge dissemination within the development team.

**Technical Skills:**

|  |  |  |
| --- | --- | --- |
| **ITSM** |  | Service Now, BMC Remedy |
| **Scripting Languages** |  | JavaScript, Jelly Script, HTML, CSS, Ajax, Angular JS, XML, JSON, JQuery. |
|  |  |  |
| **Software Methodologies** |  | SDLC, Waterfall, Agile, XP, Scrum |
| **Database** |  | Oracle 10g, MySQL, SQL server |
| **Database Tools** |  | SQL Client, TOAD, SQL Developer. |
| **Networking** |  | LDAP, SSO, ITIL, Web Services |
| **Version Control Tools** |  | CVS, SVN |

Professional Experience:

**ServiceNow Developer/Admin**

**Verisk Analytics, Columbus - OH Jan 2021 to Present**

**Responsibilities:**

* Technical implementation of various Service Now modules such as Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management.
* Worked with escalating issues, diagnosing, resolving with the help application like incident management, Problem management.
* Collaborated with cross-functional teams to gather and analyze business requirements, translating them into technical specifications within the ServiceNow platform.
* Designed and developed custom modules, workflows, and scripts to enhance ServiceNow functionalities, adhering to ITIL best practices for incident, problem, change, and configuration management.
* Experience in the support of client-based solution delivery, including ServiceNow/Nuvolo
* Implemented Nuvolo with Assets and Maintenance Management.
* Provided one system of record for better reporting using Nuvolo.
* By using Nuvolo/ServiceNow provided unique capabilities to maximize equipment and facilities uptime, lower maintenance costs, and improve service management efficiency.
* Implemented and customized ServiceNow Service Portal to provide users with a streamlined and user-friendly interface for requesting services and tracking their progress.
* Utilized HTML, CSS, and Jelly scripting to design and customize Service Portal widgets and themes, ensuring a consistent and branded user experience.
* 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
* 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
* Created new Business Rules/Script Includes/Client catalog script/Client Script.
* 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
* 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.
* Developed and maintained integrations between ServiceNow and external systems using web services, REST APIs, and MID Server, enhancing data synchronization and automation capabilities.
* Leveraged JavaScript and AngularJS to create dynamic and responsive client-side scripts, enhancing form behaviors and user interactions.
* Implemented data transformation and mapping using ETL tools, integrating third-party data sources into ServiceNow databases, and keeping them updated in real-time.
* Designed and automated approval workflows using ServiceNow Workflow Editor, ensuring adherence to organizational approval processes and reducing manual intervention.
* Implemented ServiceNow Discovery to identify and manage configuration items across the IT infrastructure, aiding in accurate asset management and configuration management database (CMDB) maintenance.
* Developed and scheduled ServiceNow reports and dashboards using Performance Analytics, providing actionable insights to stakeholders for informed decision-making.
* Collaborated with the Quality Assurance team to perform thorough testing of newly developed functionalities, ensuring high performance, security, and usability.
* Assisted in migrating configurations and customizations between development, testing, and production instances using update sets, maintaining consistency across environments.
* Participated in ServiceNow platform upgrades, coordinating with stakeholders to test and validate the compatibility of existing customizations and resolving any conflicts that arose.
* Provided technical support and troubleshooting expertise to end-users, identifying and resolving issues related to ServiceNow functionalities, permissions, and configurations.
* Documented technical specifications, configurations, and procedures, contributing to a knowledge repository for future reference and team collaboration.

**Environment**:The role involved working with the ServiceNow platform and various development tools and technologies, including HTML, CSS, Jelly scripting, JavaScript, AngularJS, ETL tools, REST APIs, MID Server, ServiceNow Workflow Editor, and Performance Analytics

**ServiceNow Developer/Admin**

**Taylor Morrision, Columbus - OH Sep 2018 – Dec 2020**

**Responsibilities:**

* As per the best practices of Service Now, developed and configured Business Rules, Script Includes, UI Policies, Catalog Client Scripts and Client Scripts, Scheduled Jobs.
* Managing all the activities like Instance cloning, patch upgrade and Post fix implementation after clone.
* Administered and maintained the ServiceNow platform to ensure optimal performance, stability, and availability.
* Managed various modules including Incident Management, Problem Management, Change Management, and Configuration Management.
* Customized and configured ServiceNow applications to meet organizational requirements using JavaScript and Jelly scripting.
* Developed custom UI pages, business rules, and client scripts while employing UI policies and catalog items for streamlined service delivery.
* Designed and automated complex workflows for incident escalation, change approval, and service requests.
* Integrated email notifications and automated alerts using Business Rules and Workflow Activities.
* Integrated ServiceNow with external systems and databases using web services, SOAP, and REST APIs.
* Implemented data import processes for CMDB synchronization from external sources.
* Managed user access by configuring roles, groups, and permissions while enforcing multi-level security measures.
* Conducted regular security audits to maintain compliance and eliminate vulnerabilities.
* Oversaw incident lifecycle management including logging, tracking, and resolution.
* Collaborated with cross-functional teams for problem management and developed knowledge base articles for quick issue resolution.
* Led change management processes, reviewing requests and coordinating change implementation.
* Created custom reports, dashboards, and performance analytics using the ServiceNow Reporting and Performance Analytics modules.
* Utilized data visualization tools to present key metrics and trends.
* Provided end-user training and support through workshops and webinars, addressing queries promptly.
* Managed platform upgrades, patches, and testing for up-to-date compliance.
* Established and maintained development, testing, and production environments.

**Environment:** In this role, I worked with the ServiceNow platform, JavaScript, Jelly scripting, SOAP and REST APIs, web services integration, CMDB, reporting modules, and performance analytics tools. The operating system used was Windows Server 2016

**ServiceNow Developer**

**Jade Global- California Dec 2017 – Aug 2018**

**Responsibilities:**

* Working with the client and functional requirements within Service Now.
* Development of service catalog which includes creating new catalog items, designing workflow and execution plans.
* Created various workflows for Incident Management, Change Management, Request Management, service Requests.
* Design and implementing new functionality using Business Rules, UI Policies and Access Lists, UI Actions, Script Includes etc.
* Provided access control on the user table for the end users in the service Portal.
* Created business applications that extends task table using Platform Run time (Create Now).
* Worked with Incident Management application, Problem Management, Change Management applications in escalating issues, logging, catering, diagnosing, resolving, monitoring and reporting in Service Now.
* Assisting client implementing the MSP (Managed Service Provider) instance for Service-Now and Domain separation for Service-Now Instances.
* Working 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.
* Created guidelines on updating incident records and ensured to track the progress and resolution
* Coordinated service Catalog options, including two steps check out, cart controls, and variables.
* Worked on User Management to add, update and deactivate users in Service Now.
* Involved in performance tuning of the Service Now and worked on System Diagnosis.
* Migrated the data from internal Service Now tools using import sets into the Portal.
* Created user manuals for all the users on using Info View and exporting reports to various formats.
* Used data Sources for setting up the configuration database in Service Now.
* Following up with clients, interacting with end users on process requests, user training etc.
* Creating technical specification documentation after all the work has been done.

**Environment:** Service Now, Glide Script, Java script, AJAX, SOAP, REST, SSO, LDAP, Workflows, Incident, Problem, Change, HTML.

**Environment:** Service Now, Glide Script, Java script, Jelly Script, AJAX, SOAP, REST, SSO, LDAP, Workflows, Incident, Problem, Change, CMDB, Project Portfolio Suite, HTML, CSS.

Education

* Master’s degree in computer science from Wilmington University.
* Bachelor of Engineering in Computer Science from Jawaharlal Nehru Institute of Technology

Certifications• ITIL certified Expert.  
• Certified Application Developer  
• Certified Service Now Administrator