**Manoj Yerram Reddy**

**ServiceNow Lead Developer/Admin**

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**Location: California**

**Skills:**

* Over **9+** years of ServiceNow with different roles from system admin to implementation.
* Hands on experience on **ITSM**, **ITOM**, **ITAM**, **HRSD**, **ITBM,** **CSM, PSM, Discovery**, **GRC and Mobile**
* **Catalog items, Incident, Change, Problem, Major Incident Management, Discovery, CMDB, HR Profiles, HR cases, Customer cases and building custom applications** are biggest strength**.**
* **No code / low code** enthusiast, **Flow designer** and workflow expert.
* Designed, configured, and implemented solutions using JavaScript and Ajax leveraging all appropriate components offered by **ServiceNow** to meet specific business needs.
* Gathering requirements and converting BRD’s into technical requirements.
* A passionate, articulate, goal-oriented and dynamic professional with successful background in Business Analysis, Business Modeling, Requirement Gathering, Technical Documentation, Software Validation, **and experience as a Software Engineer in ServiceNow** and a **Certified** System Administrator**.**
* Implemented **ITAM** module from scratch level worked on software and hardware asset management (**HAM, SAM**), lead team for implementing the lifecycle for IT asset.
* Created **assets**, set appropriate states and **sub states**, synchronized assets and CIs, managed consumables, and retired assets.
* **Create**, **monitor**, **modify**, and **publish** service catalog workflows with approvals.
* Coordinates Service Catalog options, including two-step checkout, cart controls, and variables. Use Administration of common platform applications: Knowledge Base, Service Catalog, Workflows, SLA's, Reporting etc.
* Working on **upgrades** since the version of London and well versed on upgrade process.
* Apply master data management methods to automatically reconcile manual updates and network discovery with the baseline.
* High understanding on maintaining of **CMDB health dashboards**.
* Performed the task of using Discovery to load configuration information to CMDB.
* Experience in, **Monitoring tools, Bridge calls, Outage Communication, Business Impact Analysis, IT Service Continuity Management, and SLA Management**.
* Good understanding of **Helpdesk / Service Desk, Change Management, Asset Management, Change Tasking, Problem Management, Service Level Agreemen**t and **Service Request Management.**
* Good understanding of **Web Services like REST and SOAP**.

**TECHNICAL SKILLS**

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| Operating Systems | Unix, Linux, Oracle Solaris, Windows 2000-07/08, XP, Vista |
| Languages/ Libraries | SQL, HTML4-5, XML, JavaScript, Java, JSON, AJAX, AngularJS, Node.JS |
| Database | MySQL5.0.1, DB2, Oracle11g, Microsoft SQL Server 2005 |
| Internet Programming | HTML4-5, HTTP, XML, CSS/3, AJAX, JSON, jQuery, jelly, Glide Scripting, Web Services (SOAP/REST), shell script, Perl script |
| Software Tools | Microsoft Visual Studio .Net 2008, MS Visio Val grind, MS Excel, SSRS, MS office 2010 |
| Application Tool | Service Now Netbeans6.9.1, SQL, Service-Now (ITSM Tool), Manage Engine (ITSM Tool)., TOAD, SQL Developer, Remedy, SAP, GitHub, Sterling B2b Integrator |
| Software Methodologies | SDLC, Waterfall, Agile and Scrum. |

**CERTIFICATIONS & TRAINING**

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| --- | --- |
| * **ServiceNow Certified System Administrator** * **ServiceNow Certified Application Developer** | * **ITILV4 Fundamental Certified** |

**PROFESSIONAL EXPERIENCE:**

**Nissan – Franklin, TN November 2020 - Present**

**Service Now Admin/ Lead Developer**

* The project involved in integration and changes with regards to the ServiceNow tool and working in the Service Catalog, service portal and Incident module customizations along with enhancements.
* As a ServiceNow Developer, Worked as production support engineer for ServiceNow system.
* Performed mapping using ServiceNow Service Watch. Responsible for setting up REST and SOAP inbound and outbound messages to integrate with ServiceNow.
* Experience on ITIL Process Configuration like Incident and Problem Management, Change Management, Knowledge Management, CMDB, Asset Management & Service Catalog Management in ServiceNow.
* Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks and demonstrated project and management skill.
* Experience with Service Portal creation and maintenance and well versed in AngularJS scripting as well as CSS.
* Experience in developing workflows and in customizing the applications in ServiceNow using JavaScript, Jelly, XML, and HTML.
* Experience on SAP SuccessFactors integration uses SOAP and REST services to synchronize employee profiles between HR Service Delivery and the SuccessFactors service and scheduling the integrations job to synchronize data between HR Service Delivery and the SuccessFactors service on a daily, weekly, monthly, periodically, one-time, or on demand basis.
* Utilized Java Scripting in Business Rules, Client scripts, UI Policies, and UI Actions to deliver solutions that automate and audit business processes to customize the instance as per Business needs • Implementing system security by using ACLs and Roles.
* Managing ServiceNow APIs with different systems through appropriate technical design, development, and maintenance of APIs.
* Configure the LDAP Integration by integrating Active Directory to ServiceNow.
* Experience on LDAP Integrations using SAML2.0.
* Creating the UI pages to use them in catalog items using the UI Scripts.
* Extensively worked with REST GET and POST using basic HTTP Authentication. Handling the Web responses and Parsing the XML and JSON data to load into tables using XML and JSON parsers in ServiceNow.
* Preparing Implementation Plan for every release in ServiceNow and provide Walkthrough to the entire team to execute the steps.
* Strong skill set in the ServiceNow suite development including SOAP/REST, integration, Web services, Discovery, Workflow, and CMDB, Demand to configuration solution.
* Imported Configuration Items (CI) from third party applications using import set tables.
* Integrated ServiceNow with a third-party application like Verizon Ebon ding and event. Individually implemented Discovery Application for populating CMDB Developed the administrative UI using Angular.js, JSON.
* Planning and coordinating the execution of Implementation along with Technical/Business validations post every Maintenance/Major release in ServiceNow.
* Working closely with ITSM Plan, Build, Deliver and Run teams, as well as other SIM teams, to ensure appropriate design is obtained and transition for development, and to ensure the new or enhanced functions are appropriately tested before moving into. production.
* Implementation of changes to improve automation and efficiencies in ServiceNow.
* Serving as the technical architect and contact for any ITSM tools integrations to support service management and operations

**Technologies Used:** ServiceNow, ITIL, HTML5, Java script, glide script, HTML, CSS, Integration, Web Services, CMDB, LDAP.

**Advanced Composites -Nashville, TN January 2020 - September 2020**

**Service Now Admin/ Lead Developer**

* Implementation, Customization, and maintenance of ITSM (Incident, Problem, Change and Service Catalog) modules and Custom Application Development.
* Involved in running the daily and weekly jobs to push the data into the application using Import Sets and Transform Maps.
* Generating weekly reports and metrics for IT management.
* Created many standard workflows which are being re-used and propagated.
* Worked on designing, configuring and customizing new applications and modules of ServiceNow like Incident management, Change management, and Problem management, Service CatLog, User Administration and Reporting.
* Imported Configuration Items (CI) from third party applications using import set tables
* Involved in analysis of end user requirements and business rules based on given documentation and worked closely with tech leads and Business analysts in understanding the current Service Now system.
* Developed solutions in the ServiceNow platform that are ITIL V3compliant and defined business solutions for ITIL users.
* Experienced in writing Script includes, Business rule, ACLs, Client scripts, Service portal, UI Policies, UI Actions, Transform Maps, Email Notification, Scheduled jobs.
* Worked on security related modules like Access controls, groups, and roles.
* Designed and implemented new functionality using UI Policies and Data Policy.
* Created Outbound Email Notifications using Email Templates.
* Worked with business analyst to create and modify Service Catalogs and Request Workflow Designs.
* Designing the Content Management System for Varian system which involved CSS and service catalog work.
* Designed many email templates by using HTML, XML and Jelly Scripting and used them in notifications.
* Responsible for creating various workflows for Incident Management, Asset Management, Change Management, Service Requests and SLA's.
* Used Web Services to interact from ServiceNow to External applications.
* Performed Data migration of CI Attributes for CMDB using import sets.
* Management, CMDB and Asset Management.
* Have worked on Performance analytics module.
* Manages data with Tables, the CMDB, Import Sets, and Update Sets.
* Worked with database team for designing, developing, implementing & supported Qlik View dashboards.
* Hands on expertise in front-end development utilizing JavaScript frameworks such as Angular JS, jQuery as well as front end technologies HTML5, CSS3, Ajax.
* Experience in LDAP Integration, SOAP, and REST web services in ServiceNow.
* Hands on experience using DISCOVERY to load configuration information to CMDB
* Worked in configuring ServiceNow on Windows/UNIX platform with back end as Oracle 11g Database.
* Configured Scheduled Data Import for importing data files from remote server location by SFTP/FTP.
* Integrated Microsoft SCCM with Service Now for pulling the entire configuration item into ServiceNow. Designed the layout, CSS, dynamic content for the End User Self-Service Portal design.

**Technologies Used:** Java scripting, Jelly scripting, SQL\*Plus, SQL\*Loader, UNIX, Service Now Geneva/Helsinki, Windows 8, HTML, CSS, XML, Oracle 11g,

**Falco Electronics Pvt. Ltd, Bangalore, India | March 2016 - December 2019**

**ServiceNow Admin/Developer**

* Implementation of various ServiceNow modules such as Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management.
* Managed end user portal and created dynamic, static block for the Content Management System (CMS).
* Designed Workflows, along with standard Workflow templates which can be reused.
* Strong knowledge of the server-side scripting Business rules and Script Includes.
* Utilized Java Scripting in Business Rules, Client scripts, UI Policies, and UI Actions to deliver solutions that automate and audit business processes to customize the instance as per Business needs.
* Implementing system security by using ACLs and Roles.
* Active Involvement in Implementation, Customization and Maintenance of ITIL modules such as Incident, Asset, Change, Problem, Knowledge, Service Catalog in ServiceNow.
* Configure the LDAP Integration by integrating Active Directory to ServiceNow.
* Preparing Implementation Plan for every release in ServiceNow and provide Walkthrough to the entire team to execute the steps.
* Individually implemented Discovery Application for populating CMDB. Developed the administrative UI using Angular.js, JSON.
* Planning and coordinating the execution of Implementation along with Technical/Business validations post every Maintenance/Major release in ServiceNow.
* Implementation of Software and Change Management, ServiceNow Change Management.
* Implementation of changes to improve automation and efficiencies in ServiceNow.
* Manage ITIL Processes monitoring overall system performance using the System Performance and System Diagnostic dashboards. Integrating ServiceNow with other systems and customization.
* Configure Altars application to bring asset related data into ServiceNow by using SOAP calls and API’s.
* Communicating with end users, identifying their difficulties and changing the applications as per their requirements.
* Utilized Java Scripting to deliver solutions that automate and audit business processes using UI Policy, Client Script, UI Action and Business Rules.
* Captured and moved customizations between systems using Update Sets
* Updates & maintains a comprehensive testing protocol for Service-now related development and enhancements
* Optimized and Monitored system performance and provided system statistics and reports to the Business.
* Set up Configuration Management from scratch defining the CI classes and their relationships.
* Created complex transform scripts in transforming the data into the SNOW database.
* Created generalized framework for repeating problems and incidents.
* Designed and Implemented service requests through service catalogue in ServiceNow.
* Analyzed problems create new solutions and new techniques.
* Developed SLA and reporting
* Managing ServiceNow (Change Management) ITIL Automate and standardize business processes for all Go Lives. Consolidating all global IT to a single system of record.
* Implemented the API's to read data from DB and generated an XML file to put it into the task pool.
* Integrated Microsoft Translator with ServiceNow for translating the different string.

**Technologies Used:** ServiceNow Berlin/Calgary, Windows10, Oracle 11g, WINSCP, SQL\*Plus, JavaScript, UNIX, Linux.

**Capgemini, Bangalore, India, | March 2015 - Feb 2016**

**Software Developer Specialist**

* Expertise with AngularJS and jQuery
* Expertise understanding of web markup, including HTML5 and CSS3
* Expertise of JavaScript programming and DOM manipulation
* Experience on writing server-side code using JAVA/JEE, EJB and hibernate
* Experience on JBOSS Applications Server, JBOSS 6+ is a plus
* Deep understanding of JavaScript programming

**Technologies Used:** Java/JEE, EJB, JBOSS, HTML, CSS3.