Scripting

JavaScript, Jelly scripting, AngularJS, Shell Script. Client script

JAVA TECHNOLOGIES, VB Script

JSP, AJAX, Web-Services Servlets, and JDK

Methodologies

Waterfall, Agile/Scrum, SDLC

ITSM

ServiceNow (Versions)

(Tokyo, Rome, Paris, New York, London, Kingston, Jakarta, Istanbul, Helsinki, Geneva, Fuji)

Operating Systems & Database

Windows, UNIX, Linux, Sun Solaris. Windows Server 2003, 2008, 2012/2012 R2, XP, All Windows 8, 10

**Versioning Tools:**

GIT, Bit Bucket

**CI/CD Tools**: Jenkins, Kubernetes, AWS Cloud Formation.

**00B Technicalities**

UI Macros, Business Scripts, Client Scripts, UI Scripts, UI Actions, Ajax Scripts, UI Policies, Script Includes, Access Control Lists (ACL), SOAP and REST API

**ServiceNow applications**

Incident Management, Problem Management, FedRAMP, Change Management, CMDB, Asset Management, Project Portfolio Suite, Knowledge Management, Service Catalog, portal Design, Order Management,

GRC, IRM, Flow Designers, Portfolio management. Catalog Configuration.

Professional Summary:

* Overall, 10 Years of professional IT experience and 7 Years of experience in **ServiceNow** platform as both Developer and Administrator.
* Worked in the Front-end development using technologies like HTML, jQuery, CSS, and JavaScript.
* Experience in Installation and Configuration of different modules of ServiceNow.
* Hands-on experience in technical implementation of **Incident Management, Problem Management, Change Management and Service Catalog, Content Management System (CMS).**
* Created Knowledge articles & Helpdesk users on ServiceNow platform.
* Experience in Configuring Applications using Service Now tool, used in **ITIL Management**. Deep functional and technical knowledge of the ServiceNow platform as well as experience-delivering medium to large-scale ServiceNow implementations.
* Gathering requirements and converting BRD's into technical requirements. Created design patterns & implementation plans for ServiceNow enhancements.
* Experience in configuring **Incident Management, Problem Management, Change Management, Asset Management, Service Request Management applications, Content Management System (CMS).**
* Expert in Designing, Developing, Maintaining, and Optimizing the Universes using **Designer Module Configuration, Web Services, Catalog client Scripting, SOAP, Developing complex workflows**.
* Experience in designing User Interface (UI) applications and professional web applications using **HTML 4.0/5, XHTML, CSS2/CSS3, JAVASCRIPT, JQUERY, AJAX,** **VB Script, JSON AND XML**.
* Experience in configuring / maintaining / customizing ITSM 7.X/7.6.x/8.1/9.1.
* Worked on SailPoint and Workday integration.
* Experience in performance tuning of Remedy Setups
* Experience in designing, developing, customizing & administering ITSM suite of applications.
* Experience in upgrading ITSM suite from 6.0 to 7.x, 7.6.04 to 8.1 and 8.1 to 9.1.
* Created ESS Portal with knowledge base through a user-friendly website.
* Created data sources and loaded the ServiceNow tables with different data formats.
* Working experience on **CSS Background, CSS Positioning, CSS Text, CSS Border, CSS Margin, CSS Padding, CSS Table, Pseudo Classes, Pseudo Elements and CSS Behaviors in CSS**.
* Extensive experience in implementing the AJAX features using JavaScript and jQuery. Proficient in developing web pages quickly and effectively using **HTML5, CSS3, Jelly Script, JavaScript and jQuery.**
* **Good Understanding of PowerShell Scripting**.
* Good knowledge of Grunt, GITS, HTTP and Restful services.
* Participated in workshops with ServiceNow partner teams to help companies implement ServiceNow using best practices in ITSM.
* Create an **access control rule (ACL)**. Use of scripting tools and ServiceNow functionality to create script to automate routine tasks being done in Service Now.
* Worked on Agile and Scrum method environment and implemented the changes required by the business owners on a regular basis.
* Extensive experience in implementing and configuring ServiceNow's **PPM** (Project Portfolio Management), **APM** (Application Portfolio Management), **SPM** (Software Portfolio Management), **CMS** (Content Management System), **CSM** (Customer Service Management), **GRC** (Governance, Risk, and Compliance), and **IRM** (Integrated Risk Management) modules.
* Proficient in customizing and optimizing these modules to meet specific organizational needs and improve operational efficiency.
* Strong understanding of project and application portfolio management processes, including demand management, resource allocation, and performance tracking.
* Skilled in designing and developing custom workflows, forms, and dashboards to streamline project and application management activities.
* Expertise in integrating different modules within ServiceNow, ensuring seamless data flow and collaboration across various teams and departments.
* Proven track record of successfully implementing content management strategies, including content creation, publishing workflows, and version control.
* Strong knowledge of compliance and risk management frameworks, including regulatory requirements and industry best practices.
* Successfully managed implementations for employee self - service (ESS) portal, HR case management, Asset and work order management solutions.
* Experience in configuring GRC and IRM functionalities, such as risk assessments, control monitoring, and policy management.
* Proficient in conducting risk assessments and developing mitigation strategies to ensure organizational compliance and security.
* Skilled in designing and implementing customer service processes and workflows, including incident management, request fulfillment, and self-service portals.
* Ability to collaborate with cross-functional teams and stakeholders to gather requirements, define solutions, and drive continuous improvement.
* Familiarity with industry standards and frameworks, such as ITIL, COBIT, and ISO, to align ServiceNow implementations with best practices.
* Strong analytical and problem-solving skills, with the ability to troubleshoot issues, resolve conflicts, and optimize system performance.
* Experience in user training and providing ongoing support to ensure effective adoption and utilization of ServiceNow modules.
* Strong knowledge in Ecommerce B2B and B2C Order management & fulfilment.
* Hands on experience & knowledge of best practices in some of the main areas of E-Commerce which include Catalog Management, Payment processes, Inventory Availability, Order Management & Customer Service
* Excellent communication and interpersonal skills, with a proven ability to work in a team environment and effectively interact with stakeholders at all levels. Configuration Development and development of Requirement Integration components (SSO, LDAP).
* Hands on experience in HRSD modules like HR Case management, HR knowledge management, HR portal and Enterprise Onboarding.  Extensively worked with Istanbul, Jakarta releases of SERVICENOW, experienced on Jelly Scripts/Java Scripts, Dashboards and HR Case Management etc.
* HRSD - Worked on HR Onboarding/Offboarding by customizing the lifecycle events for a new hire.
* Strong skill set in the **ServiceNow** suite development including **SOAP/REST integration**.
* **Web services, Discovery, Workflow, and CMDB. Implemented and integrated Discovery from scratch, by installing MID Servers** on remote desktops.
* Configure **ServiceNow** tool for the defined processes. Design and develop scripts for any customization required. Supporting Power shell scripting in workflows.
* Demonstrated ability to manage and direct internal/external clients around all key technical decisions during project delivery and project work of advanced **ServiceNow** development.
* Tracking of Incident from creation to closure, with timely communication to business. Monitoring service level agreement (SLA's) and operation level agreement (OLA's)

**Professional experience:**

**Client: Dean Health Plan, Madison, WI Dec 2021 to Till Date**

**ServiceNow Developer/Administrator**

**Roles and Responsibilities:**

* Created new Business Rules/Script Includes/Client Catalog script/Client Script.
* Involved in Instance upgrade Rome to Utah Planned the required steps and followed the required protocols to achieve successful upgrade of instances.
* Was responsible for working on the test scripts, performance of the instance. Both before and after upgrade of the instance to Tokyo.
* Involved in Post-upgrade tasks such as, determining the new functionalities, working on the client scripts, UI policies and business rules.
* Monitored and performed ServiceNow admin activities after upgrade which involves homepages, user and group administration, form and list views, banner changes, reporting, dashboards.
* Intensively worked designing and customization of the Project portfolio suite (PPS) and Timesheets.
* Involved in Self-service portal designing, development of Home Page, Place Order for Service Catalog, Knowledge base, creating a service ticket, Alerting users on Outages.
* Configuration of Email Notification and Alerts to notify users about specific activities in the system.
* Experience in designing and developing the standard process of Change Management and creating complex workflows.
* Involved in cloning activities like raising the request for cloning and worked on exclude tables, post-clone activities.
* Established and communicated priorities across the enterprise that balance the platform’s strategic plan with short term goals and ad hoc needs.
* Enhanced internal audit functions to further align to company strategy and risk.
* Member of a team of Archer Analysts responsible for the GRC program.
* Experience with Access Control Lists (ACLs) and SLAs for various ITIL processes as per the requirements.
* Expertise 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 ServiceNow system.
* Worked extensively on LDAP integrations for obtaining users and groups. Very good understanding of Integration with these varieties of protocols: SOAP, JDBC, and ODBC.
* Configured Scheduled Data Import for importing data files from remote server location.
* Experience in generating reports and scheduling reports in ServiceNow.
* Transition of CMS portal website to Service Portal.
* Working on a custom CMS portal which was developed using bootstrap CSS and CMS of ServiceNow.
* Experienced in complex transform scripts in transforming the data into the SNOW data.
* Worked with the key stakeholders in Knowledge Management project, analyzing the current state statistics, knowledge managers, knowledge standards and Current workflow VS Future workflow.
* Experience in working with UI Actions, UI Policies, UI Macros and Data Policies in ServiceNow.
* Expertise on defining workflows in Service Catalog items, Approvals and Dynamic tasks in ServiceNow. Has also been part of end user self-service portal management.
* Experience in working with the workflows using ServiceNow workflow editor.
* Worked on creating users, roles, groups and loading the data to ServiceNow objects using import sets on daily, weekly, monthly and on request basis.
* Maintained the integrity of the ServiceNow tool across production and non-production environments. Involved in production support for all the ServiceNow related issues.
* Worked with business analyst to create and modify Service Catalogs and Request Workflow Designs. Designed and implemented new functionalities.
* As a ServiceNow Technical Consultant and developer for Application Portfolio Management (APM) and Technology portfolio Management (TPM), I worked on migrating the SharePoint excel based APM maintained by Business Application Team to ServiceNow.
* Configure Data Certifications and Audit to ensure Data integrity.
* Configure Automated Test Framework to automate testing scenarios of APM.
* Build test and deploy solutions for the requirements approved by product owners by using ServiceNow Capabilities like Business Rules, Client Scripts, Script Includes, UI Policies, Flow Designer Workflows, UI Pages, UI Actions, Widgets and Notifications.
* Deliver software solutions consistent with APM product roadmap, release plan milestones and key Business Application performance indicators.
* Involved in running the jobs to push the data into the application using Import Sets and Transform Maps. Generated weekly reports and metrics for IT Management.
* Extensive experience in configuring and customizing ServiceNow's PPM module to manage and track project portfolios.
* Proficient in creating project workflows, stages, and milestones to support project lifecycle management.
* Strong understanding of resource management and capacity planning to ensure optimal resource allocation.
* Skilled in defining project templates and best practices to streamline project creation and execution.
* Ability to design and implement project management dashboards and reports for real-time tracking and analysis.
* Expertise in configuring and customizing ServiceNow's SPM module to manage software portfolios.
* Proficient in creating software asset records and tracking software licenses and contracts.
* Configure ServiceNow HRSD including Portal, Enterprise Onboarding, Case Management, Knowledge Management.
* Configure ServiceNow HRSD suite and implemented HRSD roles, COE structure, Services Configuration, Record Producers.
* Created several workflows for ITSM, Service Catalogs, GRC, Security Operations, Performance Analytics and HRSD.
* Create User Criteria, HR criteria for knowledge base access in HRSD. Worked on HR Templates, HR services in HRSD scoped Application.
* Customize and maintain ITIL modules such as Service Catalog, Knowledge Management Incident Management, HRSD (Knowledge and Case Management), Change Management, Problem Management, CMDB In ServiceNow.
* Implementation of the HRSD module, Software asset management (SAM), hardware asset Management (HAM) in the service now application.
* Configure ServiceNow HRSD suite and implemented HRSD roles, COE structure, Services Configuration, Record Producers.
* Oversee the performance and execution of multiple HRSD processes within ServiceNow.
* Strong understanding of software versioning, release management, and software compliance.
* Skilled in defining software categories and portfolios to effectively manage software assets.
* Ability to design and implement software portfolio dashboards and reports for visibility and control.
* Extensive experience in configuring and customizing ServiceNow's APM module to manage application portfolios.
* Proficient in creating application records, capturing application details, and tracking application lifecycles.
* Strong understanding of application dependencies, integration points, and application rationalization.
* Skilled in defining application portfolios and strategies for effective application portfolio management.
* Ability to design and implement application portfolio dashboards and reports for strategic decision-making.
* Expertise in configuring and customizing ServiceNow's CMDB module to establish and maintain a configuration management database.
* Proficient in defining configuration item (CI) classes, relationships, and attributes.
* Strong understanding of CMDB data population techniques, including manual entry, discovery, and integrations.
* Skilled in implementing CMDB processes for CI lifecycle management, impact analysis, and change management.
* Ability to design and implement CMDB dashboards and reports for configuration visibility and control.
* Extensive experience in configuring and customizing ServiceNow's Asset Management module to manage IT assets.
* Proficient in defining asset classes, tracking asset lifecycle, and managing asset relationships.
* Strong understanding of software and hardware asset management, including procurement, tracking, and disposal.
* Skilled in implementing asset management processes for asset tracking, compliance, and cost optimization.
* Ability to design and implement asset management dashboards and reports for asset visibility and analysis.

**Environment:** ServiceNow Tokyo, ServiceNow Rome, Service Portal, ESS, JavaScript, HTML, ITIL, Scrums, JavaScript, HTML, VB Script, CSS, Business Rules, Service Catalogs, HRSD, Self-Service Portal, Integrations, Workflows, Transformation maps and Access Controls Lists, CMS.

**Client: Horizon Blue Cross Blue shield, New Jersey May 2021 to Dec 2021**

**ServiceNow Automation Developer/Administrator**

**Roles and Responsibilities:**

* Translate business requirements into technical architecture of the proposed solution taking advantage of out of box functionality minimizing required customization.
* Designed CI orchestration activity layouts to automate CI processes across the ITSM spectrum from monitoring tools such as Solar winds to be able to create alerts and incidents into JIRA.
* Worked on Project Portfolio Management PPM module to view all the related projects and application Confidential the same time and track their progress by Gantt charts. Also worked on demands in the PPM module.
* Performed the task of using Discovery to load configuration information to CMDB.
* Configured Event Management (ITOM) by configuring Connector Instances and Connector Definitions.
* Configured ServiceNow discovery and orchestration.
* Performs integrations and process automation using ServiceNow Orchestration.
* Responsible for the implementation of ServiceNow ITSM suite, Discovery, CMDB, Event Management, Service Watch/Service Mapping.
* Also worked on Order Management Data model that enables us to move a customer order through various stages of an order life cycle.
* Worked on GRC application (Governance, risk, and compliance).
* Worked on Content Management System (CMS) and Self-Service portal using Jelly Script and UI Macros. Managed Employee Self-Service portal (ESS).
* Served as Enterprise Change Manager and chaired weekly CAB meetings in a global outsourced environment.
* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB and CMS in Service Now.
* Expertise in developing and configuring ServiceNow GRC module, including workflows, controls, and risk assessments.
* Strong understanding of regulatory compliance frameworks and ability to translate them into GRC processes within ServiceNow.
* Proficient in customizing GRC functionalities to meet specific organizational requirements and industry standards.
* Experience in integrating GRC processes with other ServiceNow modules, such as Incident Management and Change Management.
* Skilled in creating GRC reports and dashboards to provide real-time visibility into risk and compliance status.
* In-depth knowledge of ServiceNow's Integrated Risk Management (IRM) module and its configuration capabilities.
* Proficient in designing and implementing risk management workflows, assessment methodologies, and mitigation strategies in ServiceNow.
* Strong understanding of risk assessment techniques, risk identification, and risk analysis methodologies.
* Experience in integrating IRM processes with other ServiceNow modules for seamless risk management across the organization.
* Ability to develop custom reports, dashboards, and metrics to monitor and track risk exposure.
* Worked on Orchestration to automate the top and frequently used service requests.
* Integrated service watch with monitoring solutions.
* Worked on Service Mapping to define business services, troubleshoot the discovery and mapping process as well as create new discovery patterns.
* Experienced in Service Now Event Management by configuring Event Mapping Rules, Event Transform Rules, Alert Rules, Incident Templates.
* Worked on Discovery and set up mid servers and checked for the connectivity, troubleshooting Discovery tool.
* Installed and configured collectors configured credentials and built service watch dashboards in Service watch.
* Worked on Business Service mapping and wrote scripts in the sensors to map CI's so that the end user can have a graphical representation of CI's and their relationship through BSM.
* Identify and document functional needs, technical requirements, specifications, project scope, project plans, and test plans for assigned projects.
* Performed the role of developer and implementer ServiceNow ITIL tool in project.
* Worked on Content Management System (CMS) and Self-Service portal using Jelly Script and UI Macros.
* Assists in enforcement of development deadlines and schedules.
* Communicate project Status/Risks/Issues effectively with the team.
* Estimate Cost, Resource, and Time estimates for projects and enhancements.
* Contributes appropriately to conversations.
* Managed Employee Self-Service portal (ESS).
* Follows through with commitments and fosters mutual trust with fellow employees.
* Perform day-to-day administration of ServiceNow application, including making approved changes to process and workflows, building reports, managing data, personalizing lists, content management and technical support.
* Designed the layout, CSS, dynamic content for the End User Self-Service Portal design.
* Performed Architecture\Design, Software Development and System Administration for the company SaaS ITSM System called “Service First” on the ServiceNow PaaS Software Development Platform.
* Responsible for research, planning, coordination and implementation of application solutions from conceptual design requirements.
* Expertise in building and configuring conversational flows and dialogues using ServiceNow Virtual Agent.
* Proficient in leveraging Natural Language Understanding (NLU) and machine learning algorithms to enhance Virtual Agent capabilities.
* Strong understanding of integrating Virtual Agent with knowledge bases, backend systems, and APIs for effective self-service.
* Skilled in analyzing user feedback and data to continuously improve Virtual Agent performance and user experience.
* Ability to customize and extend Virtual Agent functionalities using ServiceNow's development tools and frameworks.
* In-depth knowledge of ServiceNow Agent Workspace and its customization capabilities.
* Proficient in configuring and tailoring the Agent Workspace interface to align with support team requirements and workflows.
* Experience in integrating various ITSM modules, such as Incident Management and Change Management, into Agent Workspace.
* Strong understanding of automation and collaboration features within Agent Workspace to improve team productivity and incident resolution.
* Ability to develop custom widgets, dashboards, and reports in Agent Workspace for real-time monitoring and reporting.
* Expertise in leveraging ServiceNow's Advanced Work Assignment capabilities to optimize task allocation and workload distribution.
* Proficient in designing and developing custom workflows, approvals, and task sequences using Advanced Work Assignment.
* Strong understanding of advanced routing rules, assignment rules, and load balancing techniques.
* Experience in optimizing and fine-tuning Advanced Work Assignment processes for enhanced performance and efficiency.
* Skilled in gathering requirements from stakeholders and providing solutions using Advanced Work Assignment features.
* Worked on Discovery to update computer related information on regular basis.
* Work with Business users to identify and refine Business requirements and workflows.
* Install, configure, modify, maintain, and/or administer applications, networks, databases, and other systems for ServiceNow and other assigned applications, or coordinate the resources needed to execute these tasks.
* Enable the SSO integration to provide single sign-on-access.
* Worked with Application Owners to restructure CMDB based on Company's Architecture.
* Coordinate with database and system administrator to ensure adequate backup and plan for business resumption for applications.
* Played part on end user self-service portal management.
* Designing and developing the Self-Service Portal.
* Implemented ServiceNow Orchestration/Run book Automation in Service First to automate changes to Enterprise Servers, Active Directory and Outlook Exchange.
* Completed the design and development of a several Custom Applications in Service First including Real Estate Disclosures (RED) and Complaint Management System (CMS).
* Design and maintain Service Portal for user access to Knowledge Base and Service Catalog.
* Configured and maintained Service First Configuration Item Discovery, Service Mapping Discovery and the Service First Configuration Management Database.
* Acquire or prepare technical documentation for supported applications and systems.
* Played part on end user self-service portal management.
* Design and maintain Service Portal for user access to Knowledge Base and Service Catalog.
* Extensive experience in configuring and customizing ServiceNow's CSM module to deliver exceptional customer service experiences.
* Proficient in creating and managing customer service workflows, including incident management, request fulfillment, and problem resolution.
* Strong understanding of service level agreements (SLAs), service catalogs, and customer self-service portals.
* Skilled in designing customer service dashboards and reports for real-time tracking and analysis.
* Expertise in integrating CSM with other ServiceNow modules for end-to-end service management.
* Strong knowledge of customer journey mapping and service design principles.
* Experienced in implementing automation workflows and collaborating with cross-functional teams.
* Proven track record of successfully implementing and enhancing CSM solutions to improve customer satisfaction.
* Extensive experience in configuring and customizing ServiceNow's Content Management System (CMS) to create dynamic and engaging content.
* Proficient in designing custom CMS portals and self-service portals using Jelly Script and UI Macros.
* Strong understanding of content authoring, publishing processes, and version control.
* Skilled in creating and maintaining content pages, widgets, and templates.
* Expertise in integrating CMS with other ServiceNow modules for seamless content delivery.
* Proficient in configuring CMS permissions and access controls.
* Strong understanding of content localization and utilizing analytics for content optimization.
* Experience in providing user training and support for content authors and administrators.
* Proven track record of successfully implementing and enhancing CMS solutions for personalized content experiences.
* Familiarity with web technologies (HTML, CSS, JavaScript) to enhance content presentation.

**Environment:** ServiceNow, Event Management, Service Mapping, Orlando, New York, ITIL, HTML, Integrations, agile, Windows.

**Client: Cigna, Bloomfield, CT April 2020 to April 2021**

**ServiceNow Event Management Developer**

**Roles and Responsibilities:**

* Extensive experience in configuring and customizing ServiceNow's Event Management module to capture, consolidate, and manage events from various sources.
* Proficient in creating event rules, event correlations, and event transforms to effectively categorize and prioritize events.
* Strong understanding of event enrichment techniques, including data mapping, parsing, and normalization.
* Skilled in configuring event thresholds, notifications, and escalations to ensure timely response and resolution.
* Ability to design and implement event management dashboards and reports for real-time monitoring and analysis.
* Expertise in integrating ServiceNow's Event Management with external monitoring tools, event sources, and event aggregation platforms.
* Proficient in configuring event integration connectors, such as SNMP, syslog, or REST APIs, to collect events from diverse sources.
* Strong understanding of event correlation and aggregation techniques to reduce noise and identify root causes accurately.
* Experience in developing custom event integrations using ServiceNow's integration capabilities, including scripting and APIs.
* Ability to troubleshoot and resolve issues related to event integration and data synchronization.
* Expertise in integrating Event Management with Incident and Problem Management processes in ServiceNow.
* Strong understanding of problem pattern detection and root cause analysis techniques using event data.
* Skilled in developing automation workflows and scripts to facilitate incident and problem resolution based on event insights.
* Ability to collaborate with cross-functional teams to drive continuous improvement through event-driven incident and problem management.
* In-depth knowledge of performance optimization techniques for ServiceNow's Event Management module.
* Strong understanding of event data volume management, including data retention policies and archival strategies.
* Skilled in diagnosing and resolving performance issues related to event processing, database queries, and system resources.
* Experience in conducting performance testing and implementing scalability measures to support high event volumes.
* Implementation Customization and Maintenance of ITOM Module like Event Management configured Connectors for different Sources.
* Worked on creating Event Rules, Event Field Mapping and Alert Rules for different Monitoring tools based on the conditions from Events.
* Customized different service management modules Incident, Problem, Change Request, and Event Management, created new forms, tables and Workflows for Email Notifications.
* Activated Plugins for different Modules. Migrated enhancement from DEV, QA, and PROD instance through update sets.
* Extensive experience in implementation of Business Rules, Data Dictionary, UI Actions, UI Policies, Client Scripts, Validations Scripts, Event Rules, Alert Rules, Correlation Rules and Event Field mapping Rules in ServiceNow.
* Created and maintained email notifications and inbound actions. Created custom reports and home pages for various roles within ServiceNow as per the client requirement.
* Creation of database views to extract the data from different CMDB tables and generate the reports.
* Worked with Event Management module, provides options for configuring and managing events. Also involved in importing events from external sources.
* Identified the events that need to be transformed based on a set of matching conditions by using Event Management. Created and updated some event fields with Event Management module.
* Configuring and building SLAs for different support/fulfillment groups for various types of Alerts/Incidents based on business criteria and conditions.
* Development of Service catalog which includes creating new catalog items, designing workflows and execution plans.
* Completed the courses related to HRSD, ATF, REST API, Integration Hub, and Flow designer micro certifications.
* Created both inbound Scripted Web Services and inbound Email Actions to create incidents from emails.
* Working on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
* Experienced in Branching, labeling and analyzing and resolving conflicts related to merging of source.
* code in GIT.
* Created fully automated CI/CD build and deployment infrastructure and processes for multiple projects using Jenkins, Docker, Kubernetes, Helm and Bitbucket.
* Implemented CI/CD Pipelines for automated prod deployments in AWS by integrating with other systems like Jenkins, Chef and HP Service Manager using REST APIs and used security groups, network ACLs, Internet Gateways, NAT instances and Route tables to ensure a secure zone for organizations in AWS public cloud.
* Re-designed workflows using workflow editor, Reconciled complicated workflows to simpler form. Writing script includes invoking them in reference qualifiers or variable scripting.
* Activated and implemented Plug-in for various modules like Event Management, ITSM etc.

**Client: Thomson Reuters, Eagan, MN April 2019 to March 2020**

**ServiceNow Developer/Admin**

**Responsibilities:**

* Technical implementation of various ServiceNow 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.
* Ensures cross functional communication occurs between development activities and understands the whole

solution - BIG PICTURE.

* Integrating ServiceNow with Azure, PagerDuty and PeopleSoft (JDBC, Web Services, Data Sources)
* Implemented best practice of ServiceNow Scripting, which enhanced the System performance.
* Gathering and documenting user and process requirements.
* Collaborating effectively with other ServiceNow administrators to develop global solutions.
* Implemented Risk Management for the Risk evaluation of the change Request associated with the Configuration Item.
* Customizing form layout and designing forms.
* Configured end to end process for Knowledge management and worked on the knowledge Centered Support (KCS) plugin.
* Ensuring appropriate tools and processes are in place to have a development/production environment that is reliable and reproducible.
* Communicated with end users, identifying their difficulties, and changing the applications as per their requirements.
* Experience Define, Document, Maintain and Enforce Project Coding Standards
* Created various frontend forms, and associated Client Scripts, UI policies, and advanced customizations that require modification of UI Pages/Macros.
* Developed Integration with System Center Configuration Manager (SCCM).
* Involved in upgrading to Kingston and fixing the bugs. Developing solutions to the fix the issues with in the given time frame.
* Ensuring appropriate tools and processes are in place to have a development/production environment that is reliable and reproducible.
* Developing workflow customizations and supporting the Service Transformation teams.
* Collaborated to gather data from multiple sources and contributed in data analysis and data cleaning required for data migration.
* Analyzed agency wide workflow systems to identify opportunities for improvement through automation and thereby developed flowcharts using BPM and MS Visio 2010.
* Designed Workflows, along with standard Workflow templates which can be reused.
* Customization of ServiceNow applications.
* Identify system deficiencies and recommend solutions.
* Performed Troubleshooting issues arising on the Linux server.
* Experience in Create User Acceptance Test Cases (UAT).
* Experience in Co-ordinating UAT activities with customers.
* Experience in Executing Test Plan (execute test cases- system and UAT)
* Configuration of service portals/configuration and support of GRC and Security Operations-related processes.
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, Soap, Web Services, CSS, HTML5, PERL.
* Responsible for creating various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Investigate performance issues, learn troubleshooting tools, and use system logs to find issues.
* Configured multiple forms for asset module using Configuration Management Database.
* Configured the complex Workflows that drive the catalog forms.
* Involved in running daily and weekly jobs to push the data into the application using Import Sets and Transform Maps.
* Suggestions on how the data needs to be moved from one Instance to the other using Update sets.
* Developed and improved user systems procedures, and prepared systems documentation.
* Successfully worked on business requirements and technical specifications for ITSM platform.
* Strong knowledge in JavaScript for writing Client scripts and Business rules.
* Involved in creating new workflows and modifying the existing work flows according to new requirements.
* Worked on Incident management, Problem management, Change management and Configuration management.
* Configured inbound Email actions to create incidents or requests.
* Modified forms and form sections depending on the items to be configured.
* Developing Service Catalog items as per the requirements of the stakeholders.
* Worked in production support for all the Service now related issues.
* Implemented Service Now process of implementation for Incident Management, Problem Management, Change Management, Asset Management, Service Request Management (Service-Catalog).
* As a part of Application Portfolio Management, creating a goal to track and report the progress of work and reduce the number of applications within a target date.
* Involved in planning and coordinating Implementation plan for every release in Service now.
* Implementation of changes effectively to improve the efficiency and automation in Service now.
* Prepared requirement specifications and design documents.
* Strong knowledge in scripting using JavaScript.
* Good knowledge in designing the layout of the forms using UI actions and UI policies.
* Build reports, gauges and homepages.
* Implementing Service now discovery and CMDB and integrating it with Change management.
* Involved in LDAP integration with ServiceNow for obtaining users and groups.
* Development of requirement integration components (SSO, LDAP, SOAP).
* Worked in coordinating all the changes through ITIL based change management practises. Created and modified Update sets to transfer data from one service now instance to another instance.
* Involved in the integration of Service Now with AWS EC2 instance.
* Development of various Service Now applications like Incident Management, Problem Management, Configuration management, Discovery and Portfolio, Project Management & CMDB.
* Involved in creating Import sets to transfer data and transform maps.
* Developed new service catalog items and fix bugs in incident, problem, and change management. Worked in Release management during product and patch releases.
* Worked on UI Macros to create pages as templates on requirement from the stake holders.
* Configured multiple forms for Asset module using Configuration Management Database.
* Resolving typical Users access and roles issues by checking active directory and users table.
* Creating database views to pull the reports on variables that are being used by catalog items.
* Writing Catalog client scripts and UI policies to make client-side changes.
* Taking frequent back up of data, creating new storage procedures and scheduled back up using Linux.
* Creating the UI pages to use them in catalog items, implemented using UI scripts.
* Involved in customization of forms for various ServiceNow applications.
* Rendered data using Ajax and mustache template.
* Creating Knowledge articles to document the steps in creating catalog items.
* Involved in various ServiceNow customizations as per client's requirement and in migration between various ServiceNow instances using Update Sets.
* Worked on Service Catalog, Incident, Problem, Configuration Management, and Integrations, along with good overall knowledge of Change Management and Change Reports.
* Involved in upgrading version of ServiceNow from Kingston to London with focus on Service Catalog and have Knowledge with patches for same version.
* Worked on Glide AJAX and Glide Records for scripting and UI actions.
* Worked on creating users, roles, groups and Configured LDAP Server and LDAP Listener for updating the user and group table record.
* Managing ServiceNow (Change Management) ITIL Automate and standardize business processes for all Go-Lives.
* Worked on creating users, roles, groups and Configured LDAP Server and LDAP Listener for updating the user and group table record.
* Designed and created homepages including basic reporting, gauge configuration and dashboard presentation.
* Deployed Experience in gathering the requirement when migrating from the JIRA to ServiceNow applications on AWS by using Elastic Beanstalk.

**Environment**: Java Script, Jelly Script, XML, JSON, AJAX, jQuery, HTML, ServiceNow Kingston /Jakarta/ JIRA, Azure MySQL, SOAP.

**Client: Safeway, Phoenix, AZ Jan 2019 to March 2019**

**ServiceNow Developer/Administrator**

**Roles and Responsibilities:**

* Involved in technical architecture and detailed design creation.
* Performed day-to-day administration of the ServiceNow tool, maintaining business services and configuration item relationships.
* Developed and managed application code, user interface, and third-party integration components.
* Worked on business requirements and technical specifications for ITSM platform.
* Implemented ServiceNow Discovery and CMDB and integrated it with Change Management.
* Created and updated 3rd party applications in ADFS.
* Developed new service catalog items and resolved bugs in incident, problem, and change management.
* Troubleshot CI errors for WMI, SSH, and SNMP devices during Discovery stages.
* Provided subject matter expertise and designed and implemented ITIL processes and modules within ServiceNow.
* Performed mapping using ServiceNow Service Watch.
* Integrated ADDM (Discovery Tool) into CMDB via CMDB Sync.
* Created workflows for incident management, change management, service requests, and SLAs.
* Worked with Scripted Web services, JavaScript, and Jelly Scripting.
* Used Hibernate for object persistency.
* Created business rules, client scripts, UI policies, and UI actions.
* Worked with XML Schema, XML templates, and XML parsing.
* Collaborated with engineers and application developers to implement LDAP solutions.
* Implemented end-to-end Service Catalog, Incident Management, Configuration & Asset Management, Change Management, and Release Management.
* Worked with Helsinki and Jakarta versions of ServiceNow.
* Validated forms and tables using UI Policies.
* Migrated applications from Eureka to Helsinki.
* Integrated ServiceNow with internal and external systems using JavaScript, Web Services, and SOAP.
* Installed MID Servers for Discovery and conducted tests.
* Configured notifications, inbound email actions, and Single Sign-On.
* Configured and resolved user access and roles issues.
* Created style sheets and performed UI page and dynamic content customization.
* Ran daily and weekly jobs using Import Sets and Transform Maps.
* Designed and implemented service requests through Service Catalog.
* Administered ServiceNow instances and scheduled clones.
* Configured email actions and developed mail scripts.
* Used Glide Record for data retrieval and updates.
* Worked on CMDB and Asset Management, including business services and configuration item relationships.
* Integrated users into the system using LDAP integration.
* Cloned instances and excluded specific tables.
* Participated in client calls to understand requirements.
* Investigated and troubleshooted performance issues using system logs.
* Configured forms for the asset module and complex workflows for catalog forms.
* Provided suggestions for data migration using Update Sets.
* Developed and improved user procedures and documentation.
* Strong knowledge of JavaScript for scripting.
* Modified workflows and forms based on requirements.
* Worked on Incident Management, Problem Management, Change Management, and Configuration Management.
* Configured inbound email actions for incident and request creation.
* Developed and customized Service Catalog items.
* Provided production support for ServiceNow-related issues.
* Implemented various ITSM processes in ServiceNow.
* Managed implementation plans and coordinated changes through ITIL change management.
* Integrated ServiceNow with LDAP and other systems.
* Developed and integrated requirement components (SSO, LDAP, SOAP).
* Created and modified Update Sets for data transfer.
* Integrated ServiceNow with AWS EC2 instance.
* Developed various ServiceNow applications, including Incident Management, Problem Management, Configuration Management, Discovery, and Portfolio & Project Management.
* Used Import Sets and Transform Maps for data transfer.
* Worked in Release Management during product and patch releases.

**Integration work done.**

* Integrating ServiceNow with Java based web services for order retrieval, Oracle SOA Webservices
* Integrating ServiceNow with BMC remedy
* Worked on integrating with LDAP server to obtain the users, roles, groups information into ServiceNow.

**Other work done.**

* Creating the UI pages to use them in catalog items using the UI Scripts.
* Working on different kinds of variables and variable sets.
* Configured multiple forms for Asset module using Configuration Management Database.
* Involved in configuring the mid servers as per the requirement needs.
* Worked on ServiceNow Discovery tool to identify IP-enabled configuration items (CIs), map their interdependencies, and populate them in the CMDB.
* Worked on scheduling the report generation in ServiceNow as per the requirements.
* Involved in various migrations activities and coordinated various project implementation tasks.

**Environment:** Service Now (Kingston/London/Madrid/New York), Webservices, JavaScript, Angular JS, jQuery, Jelly script, HTML, XML, MS SQL Server, CMDB, VB Script, Workflows. LDAP Integration, PowerShell/MID server, Agile

**Client: PennDOT, Harrisburg, PA Sep 2016 to Dec 2018**

**ServiceNow Developer/Administrator**

**Roles and Responsibilities:**

* Involved in technical architecture and created the detail design.
* Perform day to day administration of the Service-Now Tool Maintain business services and configuration item relationships in Service-Now tool.
* Develop and manage application code, user interface, and third-party integration components.
* Worked on business requirements and technical specifications for ITSM platform.
* Implementing ServiceNow CMDB and integrating it with Change management.
* Creation of 3rd party realm and updating existing 3rd party application in ADFS.
* Developed new service catalog items and fix bugs in incident, problem, and change management.
* Performed routine troubleshooting exercises for CI errors for WMI (Windows), SSH (Unix), and SNMP (Network) devices during Classification, Identification and Exploration stages of Discovery.
* Provided subject matter expertise, acted as technical product advocate and designed, developed and implemented ITIL processes, ITSM, ITAM, SACM, Knowledge, Demand and Release Management modules within ServiceNow platform.
* Responsible for creating various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Experience in working with Scripted Web services, Script Includes, JavaScript and Jelly Scripting.
* Used Object/Relational mapping tool Hibernate to achieve object persistency.
* Involved in creation of business rules, client scripts, UI policies, UI Actions as per the requirements.
* Created XML Schema, XML template and used XML SAX/DOM API to parse them.
* Writing the Catalog client scripts and UI policies to make client-side changes.
* ServiceNow has experience in implementing end-to-end Service Catalog, Incident Management, Configuration & Asset Management, Change Management and Release Management with extensive knowledge on Content Management System.
* Worked with administering and developing on ServiceNow Platform, FedRAMP, using versions: Helsinki and Jakarta as well.
* Participated in validating Form and Table level using UI Policies in ServiceNow.
* Migration of applications from Eureka to Helsinki and handling the TEST and Support process with the necessary fixes.
* Developed solutions using JavaScript, Web Services, SOAP, and other web technologies to integrate ServiceNow with internal, external systems and tools.
* Developed Service Catalog items based on the requirement provided by the stakeholders.
* Installed MID Servers on remote desktop and conducted tests required for Discovery.
* Worked on working on the ITIL Process Configuration like Incident, Problem, Change Management, Knowledge Management, Service Catalog, SLA and Reporting in Service-Now.
* Resolved typical Users access and roles issues by checking active directory and users’ table.
* Style sheet creation for the UI page, Dynamic content, and CMS page.
* Design and implementation of service requests through Service Catalog in Service-Now.
* Responsible for the administering of the Service-Now instances and clone scheduling process.
* Configured Email, inbound and outbound email actions and developing mail scripts on need basis.
* Used Glide Record to retrieve and update data on different business conditions.
* Worked on CMDB and Asset Management Services: Business Services and Configuration item relationships.
* Users are populated into the system using LDAP integration and worked closely with Service-Now.
* Used the best practice for migrating the customization from one instance to another which include creation of update set, preview, and commit of update sets and merge operations.
* Involved in client calls to understand requirement feasibility from functional aspect.
* Used the best practice for migrating the customization from one instance to another which include creation of update set, preview, and commit of update sets and merge operations.
* Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
* Involved in creation and modification of various Business rules, Client Scripts, UI policies, UI actions.
* Created notifications based on user requirements and also configured inbound email actions to create incidents or requests.
* Worked on Single Sign-on using Digital Token and SAML 2.0.

**Environment:** Java Script, Jelly Script, XML, JSON, AJAX, jQuery, HTML, FedRAMP, ServiceNow Istanbul /Helsinki/ JIRA, Azure MySQL, SOAP.

**Client: ADP, India Jun 2014 to July 2015**

**Senior Member Technical**

**Responsibilities:**

* Responsible for providing daily support for all business applications used by Mindtree on the ServiceNow platform.
* Performing core configuration tasks.
* Worked on various ITIL modules of ServiceNow like Incident management, Change management, and Problem management.
* Analysis, Design, Development, Unit Testing and Implementation of various Projects and Work Requests. Developed the new code or change the existing code.
* Analyzed the existing COBOL programs, Jobs, DB2 Database of the Integrated Tax System.
* Created Functional Designs from the Business Requirement Documents.
* Participated in the functional Design/Detail Design Review meetings.
* Assisting in troubleshooting patch/release management issues.
* Add users, groups and roles.
* Manage data with tables, the configuration management database (CMDB), import sets and update sets.
* Create a Triggered Survey to send new Survey after every incident.
* Work with key process applications such as Knowledge Base and ServiceNow Service Catalog.
* Create workflow activities and approvals.
* Configure alerts and notifications.
* Perform upgrades and view / monitor history and status.
* Create baseline performance metrics.
* Customized various Business Rules, Client Script, Script includes, UI Actions, UI Policies.
* Created Update sets to migrate customizations from one instance to another instance.
* Configured SMTP and POP3 standard Email configurations in the ServiceNow instance, along with setting up Email Templates and Email Notifications.
* Developed Scheduled Reports as per business requirements from management.

**Environment:** ServiceNow, Asset Management, Incident Management, Problem Management, Fire eye, HTML, CSS, JavaScript, CMDB

**EDUCATION**: Bachelor’s in Electronics and Communication Engineering, JNTU-Hyderabad.

**CERTIFICATION:** Certified ServiceNow Application Developer.

ServiceNow Micro-Certification.

ServiceNow Micro- Certification- Flow Designer