**Prathap Vallakati**

**Sr.ServiceNow Developer/Admin/Architect**

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* IT Professional with over **11 years** of experience as a **ServiceNow** suite Developer and Architect with a record of success in designing, developing, and deploying ServiceNow applications.
* Successful in roles for operational support, infrastructure engineering, web and application development, project management and team leadership. Known for strong and diverse technical knowledge and an ability to communicate and collaborate effectively with client, project and technical teams.
* Highly proficient in operational management, deployment strategies, ITIL processes, application and network architecture, development life-cycle management and product management.
* Hands on experience on various IT Services of Service-Now tool like **Service Catalog Requests, Asset Management, Configuration Management, Service-Now Administration, Incident and Problem Management, Knowledge Management,Customer Service Management,HRSD,Project Management.**
* Experience in Designing, Developing and Administering **ITIL, ITSM** and **ITOM** , **ITAM** in ServiceNow.
* Developed solutions using **JavaScript**, **Web Services**, **REST, SOAP** and other web technologies to integrate ServiceNow with internal/ external systems and tools.
* Experience on the **Implementation and maintenance of Business Rules, Client Scripts.**
* Good understanding and hands on experience on **Helpdesk / Service Desk.**
* **Business Banking** experience in facilitating best practice business process, evaluating the current business and proving insight and options for analyzing business needs and providing sound personal business banking solutions.
* Development and customization of various **modules** in ServiceNow to fulfill the client ongoing IT Services.
* Expertise on creation of **workflows for Service Catalog items** in Service-Now.
* Upgraded to **Tokyo.** Experience working in almost all the **ServiceNow release environments** i.e. **Jakarta**, **Helsinki**, **Geneva**,**Qubec**,**SanDiego**,**Tokyo**,**Utah** etc.
* Good understanding of object oriented analysis design and application development.
* Generated **JavaScript**’s to create **Business Rules**, **Client Scripts**, **UI Policies** and **UI Actions**.
* Managed roles and permissions, group creations, **ACL’s (access control lists)** and **Service Level Agreements (SLM).**
* Good Understanding and hands on experience on **Employee Self-service (ESS) portal.**
* **Domain separation** is supported in the Skills Management app, and configured to apply to all features of the application.
* Separation of data is configured along with separation of logic and process.
* **Domain separation** enables you to separate data, processes, and administrative tasks into logical groupings called domains.
* Service-Now **Administration** and **Production** support including maintenance of lower life cycle instances.
* Migrated **update sets** among various ServiceNow Instances.
* Familiar with the concepts of **CMDB** and Asset Management Services: Business Services and Configuration item relationships.
* Experience working in Software as a Service (SaaS) environment with **ITAM**.
* Experience working in Platform as a Service (PaaS) environment with **ITAM**.
* Experience with **Project Management Platforms** like JIRA.
* Experience with **Agile** / **SCRUM** development methodologies.
* Executed multiple implementation projects on ServiceNow Non-ITSM modules (**CSM, SecOps, GRC**).
* Experience on **Governance**, **Risk** and **Compliance** and Enterprise Risk management.
* Managed **scheduled jobs, import sets and transform maps** to maintain integration with associated databases.
* Integrated **Service Now** with **third party tools/applications** using **REST API.**
* Expericnce in configuared the different Scoped Application Using **App Engine.**
* Hands on experience in **Customer Servicem Management.**
* Hands on experience adhering with **SDLC processes** like **Waterfall**, **Agile**.
* **Strong team player** and Manager , ability to work independently and in a team as well, ability to adapt to a rapidly changing environment,commitment towards learning, Possess excellent communication, project management,documentation, interpersonal skills.

KEY STRENGTHS AREAS & SKILLS:

|  |  |  |
| --- | --- | --- |
| 1 | **Tools & Utilities** | Service Now |
| 2 | **Software Methodologies** | SDLC, Waterfall, Agie, Scrum. |
| 3 | **Scripting Languages and Web Technologies** | JavaScript, HTML, CSS, CSS3,ReactJS,AngularJS,VueJS JSP, JSON, XML,REST/SOAP web services. |
| 4 | **Application Servers** | Apache, Tomcat. |
| 5 | **Programming Languages** | C, C++, C#,Java, .Net,SQL. |
| 6 | **Database** | Oracle, MS SQL Server |
| 7 | **ServiceNow** | Change Management, Incident Management, Problem Management, Service Catalog, Integration with Third Party Tools, Configuration Management,CMDB,Reporting, Integrations, Client Side and Server-Side Scripting, Client & Server API's, Glide Aggregate, Glide Record, HRSD,Administration, Reporting, Email Notifications, Creating/Editing Home pages, App Engine,Personalizing forms,CSDM,ITOM,ITAM,GRC(Plocy & Compliances), SAM, HAM. |

**EDUCATIONAL QUALIFICATIONS:**

Masters in Computer Applications--Osmania University,2011

Bachelors in Bsc(MPC)--Osmania University,2008

**Certifications:**

* Certified ServiceNow System Adminstrator.
* Certified ServiceNow Application Developer.

**PROFESSIONAL EXPERIENCE:**

**INGRAM Micro, Fort Worth,TX. Feb 2020 - Present**

**Service Management MSP Architecture Lead(Servicenow)**

**Team Size: 9**

**Responsibilities:**

* Provide general support, administration and maintenance of the ServiceNow platform, including ITSM and other ServiceNow applications
* Setup the process for Incident Management, Problem Management, Knowledge Management, Assist developing ITSM roadmap.
* Analyse and recommend emerging ITSM technologies that can provide benefit while reducing risk .
* Provide configuration update support and functionality checking within the development cycle of ServiceNow.
* Configuration/Customization of the ServiceNow system including workflows.
* Work closely with ServiceNow functional team to build requested items and tasks using workflows to manage processes from the customer to the fulfilment teams.
* Work with development team to migrate updates into the production environment
* **Domain separation** is supported in the Skills Management app, and configured to apply to all features of the application.
* **Domain separation** enables you to separate data, processes, and administrative tasks into logical groupings called domains.
* As a Lead technical architect for the Ingram Micro **MSP instances of ServiceNow** , I manage and drive direction and strategy for the Accenture IT Service Management platform.  With over two-hundred of Accenture's corporate clients it is imperative to maintain a sustainable and scalable platform that meets client and industry requirements.
* I have successfully managed the deployment of ServiceNow as an MSP offering as well as migrating existing clients from the Servicenow MSP platform.  In doing so, I have defined the architecture and development standards as well as acting as a senior development resource and organizational lead for Self-Service capabilities.
* Determine strategy and direction of the MSP platformManage off-shore and US based development resourcesDefine processes and best practices for the organization Determine and analyze client requirements Facilitate activities with leadership and steering committees Act as executive change advisory board approverEnsure stability and cost effectiveness for Ingram Micro and our clients Provide product expertise in architecture and strategic direction.
* I have managed both development and support resources as necessary to ensure project tasks remain on target, risks are mitigated, and project status communicated to stakeholders. As an SME and having an extensive background in application development platforms.
* Developed conceptual designs and implementation requirements. From a product management perspective, I both facilitate product build activities and oversee deployment of solutions.
* Configuared the **HR Case Management, Hr Onboarding Management** with Employee Self Service Customized Portal.
* Developed the **HRSD** Module integrated with different customized third party Applications.
* Developed **Service portal** to determine users logging in to the portal and customization with combination of system properties and widget creations, script include with using java script frameworks like ReactJS,VueJS,Angular JS.
* Designed the layout, CSS, dynamic content for the End User Self-Service Portal design.
* Liaised with risk management, internal audit and employee services departments to direct compliance issues to appropriate
* Articulate the ServiceNow **CMDB** Classes for Asset and Configuration, their relationships and dependencies
* Required Hands on experience with ServiceNow ITOM implementations
* Created transform maps for importing **CMDB** data.
* Reported inconsistency of form fields and maintenance of **CMDB CI's.**
* Configured Event Management (**ITOM**) by configuring Connector Instances and Connector Definitions.
* Worked on UI Macros to create pages as templates on requirement from the stake holders.
* Involved in developing the **Employee Self Service Portal** (ESS) using Content Management.
* Has been a part of end user self-service portal management.
* Upgraded from servicenow **SanDiego** version to **Tokyo** version.
* Implementation of ServiceNow with different single sign-on using various authentication methods ( token. SAML 1.1 ,SAML 2.0).
* Provide strategy and technical insight in designing and supporting ServiceNow based on based practices in **ITSM**/**ITAM**.
* Implemented **Secops** and **GRC** modules namely RisClaire, Audit, Compliance, and Vendor management and optimize operation orchestration Implement IT Business Management namely Demand, Resource, Project, and Portfolio management.
* [Configuaring **Telecommunications,Media and Technology Assurance**](https://docs.servicenow.com/bundle/rome-telecommunications-management/page/product/tmt-telecom-assurance-workflows/concept/configure-telecommunication-assurance-workflows.html).
* [Configuring **Order Management for Telecommunications and Media**](https://docs.servicenow.com/bundle/rome-telecommunications-management/page/product/tmt-order-mgt/concept/order-mgt-configuring.html) as per the customer requirement.
* [Created manual Customer and Service orders in **Order Management for Telecommunications & Media**](https://docs.servicenow.com/bundle/rome-telecommunications-management/page/product/tmt-order-mgt/concept/order-capture-overview.html).
* Developed and configured **Business Rules**, **Script Includes**, **UI Policies**, **Catalog UI policies**, **UI Pages**, **Style Sheets**, **Catalog Client Scripts**, **Client Scripts**, **UI Actions**, **UI Macro**, **Dynamic Content** etc.,.

**Environment**: Service Now, TSM,OTM,Asset Management, Incident Management, Problem Management, .Net,HTML, Java script, C#,CSS, ReactJs,VueJS,Angular JS,CMDB.

**SIGNET Jewelers, Coppell,TX Feb 2017 - Jan 2020**

**Sr ServiceNow Technical Analyst**

**Responsibilities:**

* Involved in gathering the requirements from the **Business Team and creation of technical, functional specification documents.**
* Implementation, Customization and Maintenance of **ITIL modules** such as **Incident, Change**, **Problem, Knowledge, Service Catalog.**
* Setup the process for **Incident Management, Problem Management, Knowledge Management, Change Management, Asset Management and Service Catalog**.
* Worked on loading the data into **ServiceNow using import sets.**
* Involved in customizing the forms for the **Incident, Change and Problem Management ITIL processes.**
* Designed and implemented new functionality using **UI Policies** and **Data Policies.**
* Implementation of different **Applications, Modules, Tables and Views** as per client's requirement.
* Involved in coding the **Business Rules(Server Side Scripting),Client Scripts(Client Side Scripting), Script includes in the ServiceNow.**
* Set up the **SLA for the incident, problem, change management** processes as per the requirement.
* 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**, **Service catalogs.**
* Responsible for creating various **workflows** for **Incident Management, Change Management, Service Requests and SLA's.**
* Involved in migration between various **ServiceNow** instances using **Update Sets.**
* Worked on loading the data into **ServiceNow using import sets.**
* Created various **outbound Email Notifications using Email Templates.**
* **Imported Configuration Items (CI)** from third party applications using import set tables.
* Worked on **creating users, roles, groups** and Configured group table record.
* Created various **Catalog Client Scripts** and **Catalog UI Policies**.
* Loaded **Assets and Configuration Items, Created relationships between Cis and Assets.**

**Environment**: ServiceNow,JavaScript, HTML, CSS, REST, Agile, C#,.Net.

**Verizon, TX Oct 2013 - Jan 2017**

**Sr Technical Analyst**

Responsibilities:

* Custominzation of ITSM modules compromising if Incidnet,Problem,Change,Request,Asset & Configuaration management.
* Hands-on expertise implementing **end-to-end Service Catalog**, **Incident Management**, **Change Management**, **Release Management**, **Problem Management**, **Configuration & Asset Management**, **Knowledge Management,** and extensive knowledge on **Content Management System and Service Portal**.
* Participated in **business meetings**.
* **Gathered requirements** from the **Business Team** andcreated **technical, functional specification documents.**
* Created innumerable new **Service Catalog items**, **Order Guides**, **Record Producers** and modified various existing ones as per the user specifications.
* Created **Order Guides** for New Employee and Contractor On boarding, Terminating Employee and Transfer of Employees.
* Involved in developing the **Employee Self Service Portal** (ESS) using Content Management.
* Designed and developed several **Standard** **Workflows** which can be re-used for various catalog items .
* Worked on the **Enhancement** backlog (backlog items).
* Developed and configured **Business Rules**, **Script Includes**, **UI Policies**, **Catalog UI policies**, **UI Pages**, **Style Sheets**, **Catalog Client Scripts**, **Client Scripts**, **UI Actions**, **UI Macro**, **Dynamic Content** etc.,.
* Handled **Production Releases** every two weeks.
* Developed necessary development **documentation** as needed (e.g. technical design, developer notes, etc.)
* Generating weekly **reports** and **metrics** for IT management.

**Environment**: ServiceNow(Madrid& London & Orlando),Webservices, .Net,JavaScript, C#,HTML.

**Louisiana Pacific,TN Jan 2012 - Aug 2013**

**ServiceNow Business Analyst**

Responsibilities:

* Hands-on expertise implementing **end-to-end Service Catalog**, **Incident Management**, **Change Management**, **Release Management**, **Problem Management**, **Configuration & Asset Management**, **Knowledge Management,** and extensive knowledge on **Content Management System and Service Portal**.
* Participated in **business meetings**.
* **Gathered requirements** from the **Business Team** andcreated **technical, functional specification documents.**
* Created innumerable new **Service Catalog items**, **Order Guides**, **Record Producers** and modified various existing ones as per the user specifications.
* Created **Order Guides** for New Employee and Contractor On boarding, Terminating Employee and Transfer of Employees.
* Involved in developing the **Employee Self Service Portal** (ESS) using Content Management.
* Designed and developed several **Standard** **Workflows** which can be re-used for various catalog items .
* Worked on the **Enhancement** backlog (backlog items).
* Developed and configured **Business Rules**, **Script Includes**, **UI Policies**, **Catalog UI policies**, **UI Pages**, **Style Sheets**, **Catalog Client Scripts**, **Client Scripts**, **UI Actions**, **UI Macro**, **Dynamic Content** etc.,.
* Hands on expertise in development using **HTML**, **JavaScript**, **CSS** and **Angular JS**.
* Handled **Production Releases** every two weeks.
* Developed necessary development **documentation** as needed (e.g. technical design, developer notes, etc.)
* Generating weekly **reports** and **metrics** for IT management.
* Involved in **integrating** third party tools using **web services**.

**Environment**: ServiceNow(Madrid& London & Orlando), Webservices, JavaScript, HTML, CSS, REST,

Agile.