**Yaswanth G**

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**Professional Summary**:

* Around **8+** years of experience in IT industry and **7** years of extensive experience on **ServiceNow** Development, Maintenance and Administration.
* Experience in **Software Development Lifecycle (SDLC)** managing project scope, requirement definition, resource management, change management, analysis, managing work schedules, project status reporting, project coordination and conflict resolution.
* Working knowledge of **Agile Scrum**, **Waterfall, Iterative** and **Spiral Methodologies**.
* Functional knowledge and implementation experience of IT Service Management **(ITSM)** frameworks. Leveraging knowledge and experience to **deliver end-to-end methodologies**within Service Now, which includes architecting technical implementation of IT Infrastructure Library **(ITIL)** processes, organizing and prioritizing development effort, interfacing with vendors and management, and coordinating effort of administrators.
* Experienced in installation, configuration and administration of **CMDB**, along with **Discovery**, Hardware and Software Compliance Asset Management.
* Experience in Integrating Customer Service Management **(CSM)** solutions with other applications.
* Experience in implementing **ServiceNow Customer Service Management (CSM)** module to boost customer support and service delivery.
* Implemented **GRC** Policy Exception and Issue Management lifecycle.
* I have developed and implemented security policies and procedures that align with industry best practices using **Security Operations (SecOps).**
* Managed Incident response processes in **ServiceNow SecOps**, ensuring swift identification, containment, and resolution of security incidents.
* Experience in implementing **Vulnerability Response** and **Configuration Compliance** modules within the ServiceNow platform.
* Design and engineer solutions leveraging all appropriate components offered by Service-Now to answer the needs for business workflows, ticketing or other **ITSM** requirements.
* Defined the functional needs for our **ITSM** system, Service Now and designed the specific implementation.
* Implemented HR Case Management (**HRSD**) for a global Organization.
* Configured HR Onboarding for employees using **HR Life Cycle Events** and **Journey** Accelerators.
* Proficient in the deployment of **ServiceNow HRSD** modules, including HR Case Management, Employee Service Center, and HR Knowledge Management.
* Configured **Employee Service Center** (**ESC**) end user portal for tracking HR requests and tasks.
* Developed and customized **ServiceNow ITBM** modules to optimize project and portfolio management workflows.
* In-depth technical and functional knowledge of the **ITBM** implementations of Project Portfolio Management **(PPM)**, Strategic Portfolio Management **(SPM)** and Application Portfolio Management **(APM)**.
* Ensured that **ITBM** processes and data management complied with relevant security and compliance standards, such as **GDPR** or **HIPAA**.
* Extensive experience configuring and customizing **ITBM** applications to meet organizational needs.
* Experienced in **ITBM** development and delivery of technical and process-oriented solutions and recommendations in support of the production environment.
* Experience in working with different modules in **ITSM**, **ITOM**, and **ITBM**.
* Experience in all modules of **ITOM**. (Discovery, Orchestration, Service Mapping, Event Management)
* Configured Event Management (ITOM) by configuring Connector Instances and Connector Definitions. Experienced in designing the **Content Management System** which involve layouts, the mess, Various Content Blocks, Content Pages, reusable widgets and service catalog work. Developing Content Pages quickly and effectively using **HTML5,** **CSS3,** **JavaScript, JQuery, HTTP** and **Bootstrap**.
* Experienced in **Performance Analytics** which included generating reports, developing Custom Charts and **integrating** with reporting tools like Microsoft **Power BI** & Explore Analytics in ServiceNow per requirements.
* Experienced in configuration of **Business Rules, UI Policies**, UI Actions, Client Scripts and **ACLs** that include advanced scripting.
* Lead the ServiceNow **upgrades** for the organization from San Diego to Tokyo and Utah Upgrades which includes requesting new instance from Service Now, cloning of instances, scheduling an upgrade and post and pre- upgrade fixes.
* Experienced in designing complex **Workflows**and Implementation of **Incident**and **Service Catalog**setups for various business applications.
* Experienced in **Production Support** as first line support & second line support in resolving ticket defects and change requests raised on various applications.
* Experience in Service Management tools such as **BMC Remedy, HP SM, and BMC Remedy** **on Demand**.
* Working experience with relational databases like **Oracle, MS SQL Server, MySQL.**

**Technical Skills:**

|  |  |
| --- | --- |
| Programming Languages | Java Script, SQL, PL/SQL and XML |
| Applications | ITSM Suite- Service Now, CSM, Strong Discovery, Service Mapping, Cloud Management Platform, Event Management |
| Databases | Oracle 11g, MS SQL Server 2008 R2 and MySQL 5.6, SQL Lite. |
| Web Technologies | HTML5, CSS3, Bootstrap, and XML |
| Frameworks | AngularJS |
| Operating Systems | Windows Server 2008 R2, Kali Linux. |
| Software Methodologies | SDLC, Agile, Scrum |
| Cloud Infrastructure Tools | Service Now, AWS |
| Web/Application Servers | IBM Web Sphere, Apache Tomcat |
| Platform | Windows, Linux, Unix |
| ITIL | ITSM, ITBM, APM, PPM, SPM, ITIL, ITOM, Service Now, CMS, SCR, GRC, SAM, and LDAP. |

**Education Details:** Bachelor’s in Computer Science from Anna University.

**Certifications:**

**Certified ServiceNow Application Developer.**

**PROFESSIONAL EXPERIENCE:**

**Elanco – Nashville, Tennessee**

**Aug 2021 - Present**

**Senior Service Now Developer**

**Responsibilities**

* Designed and developed **ServiceNow Data Driven Complex** **Workflow** to simplify a process for HR Processes.
* Configured Employee Onboarding using **HR Life Cycle Event Management** and **Journey Accelerator.**
* Configured different **HR Services** like payroll, benefits, total rewards, career and Global Mobility COEs.
* **Implementation of ServiceNow Applications** and provided a technical insight.
* Implemented Employee Relations Management Application, **Active Directory Orchestration** using custom power-shell workflow activities, **HR Agent Workspace** with Advanced Auto Assignment and custom development of Service now Geneva including **Data Validation Scripting**, **Server/Client-Side Evidence Scripting**, **Security Operations**, and **GRC**.
* Created several Workflows for **ITSM**, **Service Catalog**, **GRC**, **Security Operations** (SecOps), **Performance Analytics** and **HRSD**.
* Designed various dashboards for **HR and ITSM using Performance Analytics**.
* Implemented clear roles and responsibilities, defining decision-making processes, and creating accountability mechanisms with **Governance (GRC)** andIntegrated threat intelligence feeds into **SecOps.**
* Expertise in Enterprise **Governance**, **Risk** and **Compliance**.
* Configured Control, Risk, Audit, and Issue Management (**IRM**).
* Created a customized role with all the required access to the entire application for the admin of **GRC**.
* Reduced the organization's exposure to security vulnerabilities through using **ServiceNow's Vulnerability Response Module.**
* Created dashboards and reports in ServiceNow to offer instant insight into the current state of **Vulnerabilities and Compliance in the organization.**
* **Managed Service Catalog**, Knowledge base, and service requests by schedule a call from the service desk and schedule a time for solving the issues.
* Guaranteed that the organization's vulnerability and compliance procedures adhered to industry-specific rules and standards like **HIPAA, PCI DSS, and ISO 27001.**
* Involved in Performance Testing for ServiceNow staging instance using **JMeter.**
* Experience in using **ServiceNow CSM** to improve customer satisfaction by considering cases and report generation.
* Increased customer satisfaction or resolved complex service-related issues using **ServiceNow CSM**.
* Configured **UCF Integration** for importing Citations and Control Objectives to ServiceNow.
* Configured various **REST** based Integration for automating fulfilment of requests.
* Expert in Linux commands and has written few SSH commands for exporting attachments from ServiceNow to **Linux** MID Server.
* Monitor the performance of the ServiceNow Instance under different load levels.
* Implemented **Employee Centre** for HR portal for global Employees, **Employee Journey Management** using **Journey Accelerator** and configured **Safe Workplace Applications**.
* Worked **IT Operations Management (ITOM)** Application Like Discovery, Orchestration with Active Director Activities and Event Management.
* Functional Knowledge and implementation experience of **IT Service Management (ITSM)** frameworks and demonstrated project management skills and experience working with customers and clients.
* Created custom **Scoped Application** for internal inventory and audit management.
* Leveraged **IntegrationHub** spoke and developed custom integration using **REST API** both inbound and outbound.
* Leveraged **Flow Designer** for automating various business processes in **Service Catalog** and other applications.
* Integrated with **HR systems like** **Workday** for HR Profile and foundational data.
* Created custom reports and dashboards in ServiceNow to provide insights into **ITBM** performance and provided technical support and troubleshooting expertise to resolve **ITBM**-related issues.
* Integrated **ServiceNow APM** with other **ITSM** processes and tools for seamless data flow.
* Generated regular reports and dashboards in **ServiceNow ITBM** to provide project and portfolio visibility to stakeholders.
* Integrated **ITBM** processes with the **Service Catalog**, enhancing service request and fulfillment workflows.
* Gathered critical business requirements, allocated resources and evaluated the value of the portfolio using **Strategic Project Management (SPM).**
* Worked on **APM** Application Management and Demand Management.
* Designed solution for automating Background forms using **Advanced Forms** and **Document Intelligence.**
* Developed **Business Rules**, **Security operations**, **Client Scripts**, **UI Policies** and **UI Actions.**
* Improved **ServiceNow Health Assessment** score by remediating fixes recommended by Service Now.
* Configured **Discovery Schedules** and maintained multiple **MID Servers** that used for communication between internal network and Service Now cloud.

**Environment:** ServiceNow, Service Catalog, IT Operations Management (ITOM),IT Service Management (ITSM), ITBM, APM, PPM, SPM, GRC, CMDB, HRSD, Event Management, SecOps, Orchestration, Discovery, AWS, Service Requests, JavaScript, JQuery.

**RGA Insurance – Chesterfield, Missouri**

**Oct 2019- Jul 2021**

**Service Now Developer/Administrator**

**Responsibilities**

* Developed **Transform Maps** **to Load Data from Data Sources** and made sure the imported data is consistent with transform scripts. Also, performed Integrations with **LDAP** for accessing the user account information.
* Created **Data Sources** from various external applications, **Scripts** to parse incoming data and transform into ServiceNow.
* Designing **IT Asset Management (ITAM) Solutions** and **Architectures for** **ITAM** systems including integrations with **Financial**, **HR** and other **IT Systems** and **ITIL** **Processes**.
* Automated **HR processes using ServiceNow** Workflow, Business Rules, and Flow Designer to streamline HR service delivery.
* Configured **ServiceNow HRSD** according to the organization requirements, such as creating custom forms, fields, and UI policies.
* Developed new **Service Catalog Items** and fix bugs in incident, problem and change management.
* Developed **Single Page Applications (SPA)** using AngularJS.
* Carried out application configuration, **TCP, IP** and **DNS, Mail server installation, configuration**, and diagnostics with **POP**and **SMTP.**
* Developed **Incident Management, Problem Management and Change management** to support customer service operations of the client.
* Created/Updated Sets to migrate customizations from Development instance to **Test**, **UAT** and **Production Instances**.
* Alongside with third parties functioned to assess and mitigate security risks, leveraging ServiceNow's Vendor Risk Management capabilities with **GRC** and **SecOps**.
* Improved recommended changes to technical, functional designs where appropriate and improved **ServiceNow SecOps**.
* Performed Security Management, Security Automation and Security Analytics within **ServiceNow SecOps**.
* Experience in analyzing **(CSM)** customer service data and generating reports using ServiceNow's Reporting.
* Experience with **ServiceNow CSM** including Case Management, Knowledge Management, or Service Portal.
* Configured **Event Management (ITOM)** by configuring connector instances and connector definitions.
* **Generated Reports and Develop Custom Charts** to analyze the performance of the service provided to customers and vendors.
* Deploy and monitor scalable infrastructure on **Amazon web services (AWS)** configuration management and also implemented various **AWS Services with ServiceNow.**
* Creation of **Custom Reports**, **Designing the Dashboard** and **Baseline Performance Metrics**.
* Developed various scripts in their order of execution that are related **to ACL’s**, **Business Rules**, **Client Script**, **Script includes** and **UI actions.**
* Responsible for the **Implementation of ITSM Suite, Discovery, CMDB, Event Management, Service Watch/Service Mapping.**
* Experienced as a **Business Analyst** and **Provided Analysis of Problems and Resolutions** or fixes for the production issues related to ServiceNow platform within the **Service Level Agreement**.
* Integrated external **Vulnerability** scanning tools and **Configuration Compliance** checks into **ServiceNow (Automated Data Collection).**
* Implemented **Catalog Variable Set** to store and forward Service Request data to **Orchestration workflows**.
* Created **Workflow** activities, approvals and suggested best practices to develop workflows.
* Configured **Events, Notifications, Inbound Email Actions** along with setting up **Email Templates**, **Email Notifications**

and **SLA rules** for **Incident Management Process**.

* Worked on **PPM** module to view all the related projects and applications at the same time and also track their progress. Worked on demands in the **PPM** module.
* Experience in **Application Portfolio Management (APM)** integrating with the financial management and extensive experience configuring and customizing **APM applications in ServiceNow**.
* Effectively communicated **ITBM** strategies and progress to stakeholders and executives.
* Designed and implemented automation solutions within ServiceNow to streamline **ITBM** processes.
* Collaborated with cross-functional teams to gather requirements and ensure alignment with **ITBM** solutions.
* Developed various scripts that are related to **Business Rules, Client Script, Script includes**.
* Responsible for analyzing, designing and developing business applications which involved **Customization,** **Workflow Administration, Data Imports, Custom Scripting** using **JavaScript**.

**Environment:** Agile/Scrum, ServiceNow,IT Asset Management (ITAM), ITIL, ITBM, APM, PPM, ITSM, XML, SQL, HTML, Angular JS, SOAP, REST, GRC, SecOps, AWS, PPM, SRM, JavaScript, Incident Management, Change Management, GRC, Problem Management, Jelly Scripting, SCCM, Windows 7.

**DaVita – Brentwood, Tennessee**

**May 2018 - Sep 2019**

**Service Now Developer**

**Responsibilities**

* Working with process owners and business stakeholders to **Translate Business Requirements** into **Functional Requirements** within **ServiceNow**.
* Responsible for **Version** **Upgrade in ServiceNow** and involved in the analysis of the impact on the existing customization.
* Worked on fixing bugs and doing enhancements for **Incident, Problem and Change management and Service Catalog modules.**
* Involvement in developing **Transform Maps**, **Schema Maps** and establishing connections between **CMDB** and **Discovery**.
* Experienced using **Discovery** to load configuration information to **CMDB** and implementing advanced concepts of ServiceNow such **as Event Management** and **Orchestration**.
* Created several Workflows for **ITSM**, **Service Catalog**, **GRC**, **Security Operations** (SecOps), **Performance Analytics** and **HRSD**.
* Experience in **Technical Implementation of Incident Management**, **Problem Management**, **Change Management and Service Catalog**.
* Developed reports and dashboards in **ServiceNow CSM** to provide a preview into customer service performance.
* Experience in designing and updating the improvements in **ServiceNow CSM** to enhance efficiency and reduce resolution.
* Improved recommended changes to technical, functional designs where appropriate and improved **ServiceNow SecOps**.
* Demonstrated expertise in designing and maintaining **HR service catalogs**, ensuring intuitive self-service options for employees and reducing **HR workload**.
* Proficiently handled **ServiceNow HRSD** administration tasks, including user access management, system configurations, and ongoing maintenance.
* Implemented **ITBM** best practices to improve project and resource management efficiencies.
* Identified cost-saving opportunities within **ITBM** processes and recommended cost reduction strategies.
* Implemented change management processes within **ITBM** to minimize disruptions and ensure smooth transitions.
* Identified areas for process improvement within **APM** workflows and implemented enhancements.
* Monitored performance of critical applications using **ServiceNow APM**.
* Responsibility to monitor the **ITIL** **Service Delivery** via process mapping audits and design the procedure.
* Participated in process designing sessions and documented **ITIL** **Process flows**.
* Implementation of **Software and Change Management, ServiceNow Change Management, Incident Management**.
* Experience in designing, development and implementation of **Service Now Platform ITSM application**.
* Worked on **CMDB** and Asset management and Created Transform maps for importing **CMDB Data**.
* Extensively worked on **CMDB** and set up mid servers as per the requirements and populated the CIs (Configuration Items) and configured the CI relations in **CMDB**.
* Configured multiple forms for Asset module using **Configuration Management DataBase**.
* Imposed **ITOM** on BSM Map, Discovery, Cloud Provisioning and Change Management.

**Environment:** Agile/Scrum, ServiceNow, ITSM, ITBM, APM, ITIL, GRC, SecOps, XML, CMDB, HRSD, HTML, AWS, Angular JS, SOAP, Asset Management, Incident Management, Problem Management, JavaScript, JQuery, Windows 7.

**McCormick – Hunt Valley, Maryland**

**Jan 2017- Apr 2018**

**Service Now Developer**

**Responsibilities:**

* Proficient in ITOM solutions, especially in **ServiceNow's ITOM** module.
* Worked on **Implementations of ITOM** on Cloud platforms for the modern enterprise.
* Created **Users, Roles, Groups** and load the data to ServiceNow objects using Import Sets on request basis.
* Performed integrations and process automation using **ServiceNow Orchestration**.
* Demonstrated proficiency in using **ServiceNow's ITSM** module and promoted the adoption of **ITSM** best practices within the organization.
* Developed and maintained ServiceNow workflows, business rules, and scripts to support **ITBM** processes.
* Worked on the design and implementation of **ITBM** solutions within the ServiceNow platform.
* Leveraged **automation and workflow automation** to increase efficiency.
* Worked alongside senior developers to configure and enhance the **Change Management** module in ServiceNow.
* Designed and developed user-friendly **Service Catalogs** within the ServiceNow platform.
* Created **Record Producers** and **Service Catalog Items** from the scratch used by end users on **Service Portal**.
* Experienced in the analysis, development and automation of various processes **including Incident Management**, **Change Management**, **Asset Management**, **Service Request**, **Configuration Management** including setup and configuration of **MID Server** and **Configuration Item Discovery**.
* Involved in creating **Reports, Workflows, and Data Imports for Incident, Problem, Service Request, and Change** in ServiceNow modules.

**Environment:** ServiceNow, ITOM, ITBM, ITSM, Service Catalog**,** JavaScript, JQuery, JSON, XML, HTML, Web Services, CSS, Adobe Dreamweaver, Eclipse.

**Axis Bank, India**

**Jun 2015 - Dec 2016**

**JAVA Web developer**

**Responsibilities:**

* Designed web application layout and form using HTML, CSS, and JavaScript.
* Used Rational Rose development tool to design various Use Cases, Collaboration and Sequence diagrams in Unified Modeling Language UML
* Strong experience on SQL Queries.
* Used JavaScript libraries to create slider and page-turning animations on calendar widgets.
* Responsible for transforming design mock-ups to W3C standards compliant HTML pages using HTML, XHTML, CSS.
* Handled all the client-side validations, slide show, hide and show controls, dropdown menus and tab navigation using JQUERY.
* Participated in day-to-day meeting, status meeting, strong reporting and effective communication with project manager and developers.

**Environment:**HTML, XML, CSS, MYSQL, Java Script, DOM, Agile, WINDOWS XP.