**Srujana Mannempalli**

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**CAREER OBJECTIVE:**

* Having **5+years** of IT and 3.5 relevant experience exclusively in Designing, customization, enhancing, workflow configuration, integrating and supporting **ServiceNow** products such as Incident Management, Problem Management, Secops, Change Management, Asset and Service Request management systems
* Having extensive experience on Technical implementation of various ServiceNow modules such as **Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management, CMDB, Asset Management, Project Portfolio Management, HR Case Management, Discovery, Orchestration and Knowledge Management**.
* Developed Content Management System **(CMS)** solutions on ServiceNow.
* Develop and maintain applications to **CDW**
* Experience in configuring Data Sources, Import Sets, **SLA/OLA, LDAP** and Transform maps.
* Expertise on creation of workflows for Service Catalog items in Service-Now.
* Experience in **Configured Event Management (ITOM**).
* Proven experience in working with wide variety of ITIL tools like **BMC Remedy** and various ServiceNow modules, **CMDB**, ITIL tools, integrations within complex **ITSM** environment.
* Experience on Technical implementation of various **ServiceNow modules** such as **Change Management, Incident Management, Problem Management, Project Portfolio Suite, Service Catalog, and Configuration Management.**
* Experience in managing process, technology and IT service management solutions, **ITIL** processes, customizing and configuration of ITSM tools
* Experience in Design, manage and analyze **CMDB (Configuration Management)** configuration items
* Experience working on **SaaS** **(Software as a Service**) based tools (ServiceNow), with focus on implementing **ITIL** processes
* Expertise in developing **Client Scripts, Business Rules, UI policies, UI actions, Script Include, SLA and Import sets**
* Experience in setting up **MID Servers**.
* Experience in Generating **JavaScript’s** to create **Business Rules, Client Scripts, UI Policies and UI Actions**.
* Involved in Configuring applications using Service-Now tool used in ITIL Management. Strong understanding of **ITIL V3.** Deep functional and technical knowledge of the **ServiceNow** platform as well as experience in delivering medium to large-scale **ServiceNow implementations**.
* Strong experience in the ServiceNow suite development including **SOAP/REST** integration, Web services, **Discovery, Workflow, CMDB**.
* Conceptual and strategically analytical with an ability to understand information system and thoroughly analyze and address **business needs**.
* Extensive experience in **Web Services and SOAP Integrations.**
* Demonstrated Business focus by supporting sales, driving in Key Business Initiatives, heading Capability & Competency center for **ITSM**, **mentoring** colleagues. Designing processes for Business / IT areas.
* Strong team player, ability to work independently and in team as well, ability to adapt to a rapidly changing environment, commitment towards learning, Possess excellent communication, project management, documentation, interpersonal skills.
* Strong experience in Development and Administration in Service Now Platform.
* In-depth knowledge of the technical **implementation** of **Change, Incident, Problem, Service Catalog, Configuration Management, Reporting, Discovery** and Integrations
* Experience in working with Workflows, Import Sets, and Update Sets
* Experience using **DISCOVERY** to load configuration information to **CMDB**
* Specialized in **ITSM, ITOM** and **ITBM** applications
* Functional knowledge and implementation experience of **ITSM** frameworks
* An experienced **ITSM** Business Analyst; with a strong Agile-Scrum experience in ServiceNow platform with focus on Service Catalog, Request Fulfillment, Incident, Problem
* Customer Service Management **(CSM)** Portal experience
* Experience in all modules of **ITOM. (Discovery, Orchestration, Service Mapping, Event Management)**
* Maintained inventory, distribution, maintenance and Security for laptops facility wide.
* Encrypted using Guardian Edge encryption technology
* Ability to learn and use new methods and technologies
* IT Service Management implementations with Incident, Asset Management, Change Management, **CMDB, ADDM discovery, ServiceNow discovery**, Service Request, Service Level Management, Report Design, Integrations, Installs & Customizations, Business Requirements Analysis in all phases of development cycle using Waterfall and Agile methodologies
* Experience in creating scripts like **Client Scripts, Catalog Client Scripts**, UI scripts and UI Policies.

**TECHNICAL SKILLS:**

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| --- | --- | --- |
| **ITIL** |  | ITSM, ITIL, ITOM, Service Now, CMS, SCR, SAM, and LDAP. |
| **Programming Languages** |  | C, C++, Java, ASP.Net (C#), JEE, SQL,  |
| **Java**  |  | JDK 1.6, Collections, Multithreading, Networking, Generics, Exception Handling, Files and Streams, JDBC |
| **J2EE** |  | Servlets, JSP, JSTL, Struts, Spring AOP, JNDI, JMS, JTI, Ajax, EJB, Spring IOC, Hibernate, Java Beans |
| **Software Methodologies** |  | SDLC, Waterfall, Agile, XP, Scrum |
| **Databases** |  | Oracle 10g, MySQL |
| **Database Tools** |  | SQL Client, TOAD, SQL Developer |
| **Web/Application Servers** |  | IBM Web Sphere 6.x, Web Logic 10, Apache Tomcat, Apache HTTP |
| **IDE** |  | Eclipse, Net Beans, TOAD |
| **Version Control Tools** |  | CVS, SVN, Subversion. |
| **Tools and Packages** |  | Rational Rose, Ant, Maven, Log4j, TOAD, MS Office, Dreamweaver |

**ORGANIZATIONAL EXPERIENCE:**

* Working with **Tech Mahindra** in **Servicenow developer** from **June 2019 – Till Date**

**Project - 1**

**June 2019 To Feb 2023**

**Role: ServiceNow Developer**

**Client: Merck**

**Responsibilities:**

* Experienced in the analysis, development and automation of various ITSM processes including **Incident Management, Change Management, Asset Management, Service Request,** **Secops, 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 ServiceNow modules.**
* Upgraded from **Kingston to London** version.
* Configure and customize Incident Management and Problem Management applications to meet Business Requirements.
* Hands on experience with **GRC** and **SecOps** Issue resolution team
* Used Risk event management to Integrate **ServiceNow SecOps** and **ServiceNow GRC**
* Customized Business Process Flows for **ServiceNow GRC**.
* Asset Discovery scans with AWS and discovery.
* Assist in Issue resolution related to Splunk
* ServiceNow Developer with **GRC Specialty** to lead design and implementation efforts for ServiceNow Governance Risk and Compliance **(GRC) solutions**
* Collaborate with business and IT teams to gather input to support ongoing **GRC business** objectives
* Experienced in automating workflows in Vulnerability Response application to instantly prioritize events, security incidents and vulnerabilities.
* Developed indicators for monitoring controls and risks.
* Implementing **Governance, Risk, Compliance** **(GRC)** methodology to manage the strict and complex regulatory and industry requirements.
* Develop and provide training on **GRC processes** and technologies to stakeholders
* Gathered data from Business Units to create a consolidated and comprehensive view of **GRC** Compliance as well as provided efficient workflows and usability recommendations.
* Create Order Guides according to the client requirement.
* Maintained and administered the implemented instance of ServiceNow modules including: **Incident, Change, Problem, and Service Catalog.**
* Writing **Business Rules, Client Scripts, UI Policies** and **UI Actions** to customize the instance as per Business needs.
* Performed integrations and process automation using ServiceNow Orchestration.
* Create and load catalog items and record producers.
* Created various **front-end forms**, and associated **Client Scripts, UI Policies**, including advanced customizations that require modifications of UI Pages/Macros.
* Worked on **LDAP integrations**. Very good understanding of integration with these varieties of protocols: **SOAP, JDBC**, and **ODBC.**
* Worked on **Discovery** and **set up mid servers** and check for the connectivity, Became an expert in troubleshooting Discovery tool.
* Create and use update sets to move customization between systems.
* Search, populate and customize the knowledge base.
* Created transform maps for importing **CMDB** data.
* Written script includes and invoked them in **business rules and client scripts**.
* Imported **Active Directory** to ServiceNow
* Involved in providing Implementation and production support for Service Catalog, Asset Management, Knowledge Management modules.
* Handles incident resolution for ServiceNow instances and tenants including troubleshooting and patching.
* Assisted in enforcement of development deadlines and schedules.
* Managed users and groups access rights, business rules, global controls and scripting.
* Configuration of Email Notification and Alerts to notify users about specific activities in the system.
* Developed operational requirements documentation and train operational staff to maintain solution.

**Environment:**  **ServiceNow, Secops, JavaScript, Java, Html, CSS, XML, Jelly, Glide Script, Web Services, CMDB, Angular, Ajax Service Oriented Arch File builder, Service Now Module Testing.**

**Project – 2**

**April 2023 – Till Date**

**Role: ServiceNow Admin/Developer**

**Responsibilities:**

* Worked on various modules of ServiceNow like **Incident management**, **change management**, **Problem management**, **Service Catalog, User Administration**, Reporting and Discovery.
* Major responsibility included development and design of Self-Service Portal.
* Working as Domain Admin to create, edit, delete domains.
* Domain separation of custom tables and process logic to assign records in tables to domains.
* Worked with domain hierarchy that creates process and data relationships.
* Configured Employee self-service portal using Content Management (CMS)
* Worked with clients to assess current state processes and tools, defined ServiceNow requirements and developed and configured the **ServiceNow platform**
* **Configured Event Management (ITOM**) by configuring Connector Instances and Connector Definitions.
* Worked on Discovery and set up **mid servers** and check for the connectivity, Became an expert in troubleshooting Discovery tool.
* Created various frontend forms, and associated **Client Scripts, UI policies**, including advanced customizations that require modification of **UI Pages/Macros**
* Developed new service catalog items and fix bugs in incident, problem and change management
* Worked with **Apache Jelly** to create various kinds of **UI pages** and **Macro templates**
* Created Business Rules using server-side scripting (Glide Record, Glide Element and Glide System). Integrated ServiceNow with **LDAP** for authentication and authorization.
* Configured **LDAP Server** **and LDAP** Listener for updating the user and group table record.
* Designing and defining Asset Management framework and technology, improvising **CMDB** with Asset attributes and data from various SoRs.
* Worked on integration using **SOAP /REST**.
* Designed Workflows, along with standard **Workflow templates** which can be reused
* Supported the team responsible for the **implementation** and administration of the ServiceNow **installation, including** managing system configurations, gathered and documented user and process requirements, developed workflow customizations, and performed quality assurance testing and user acceptance testing
* Strong knowledge of the **server-side scripting** Business rules and Script Includes
* Implemented **JDBC Export** to execute custom SQL queries in the target database based on requirement
* Created Data Sources from various external applications, scripts to parse incoming data and transform into Service Now.
* Documented all implementations and best practices defined within team.
* **Re-built Service Catalog Items** with minimal time usage on submitting a ticket by getting together the teams to provide their valuable suggestions and making it easy to understand the new release.
* Provided analysis, design and development of Service-Now trouble ticketing and incident management systems to support the company's technical operations.
* Created notifications based on user requirements and also configured inbound email actions to create incidents or requests.
* Interface extensively with all areas of the organization including Operations and Development.
* Created schedules, reports and monitor performance of Service-Now.
* **Documented all implementations** and best practices defined within team.
* As a part of support activity resolve incidents by provided with proper root cause investigation.
* Performs core configuration tasks including system policies, business rules and client scripts.
* Managed users, groups and roles. **Created UI Pages, Macros for CMS using Angular JS, HTML** and CSS.
* Gathered requirements from company at various phases to leverage ServiceNow within organization on End user self-enablement portal using CMS
* Managed data with Tables, the **CMDB**, Import Sets, and Update Sets.
* Creates Workflow activities and approvals. Implement new workflows that use a variety of activities to understand how records are generated from workflows.
* Coordinated Service Catalog options, including two-step checkout, cart controls and variables.
* Developed and improved user systems procedures, and prepared systems documentation
* Worked on Service Mapping to define business services, troubleshoot the discovery and mapping process as well as create new discovery patterns

**Environment**: **CMS, Fuji, Glide Script, Java script, Jelly Script, Workflows, Incident, Problem, Change, CMDB, SOAP, REST, HTML, CSS, AJAX.**