

Alekhya Chitrakavi

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Career Objective

To be an integral part of an organization that gives me opportunity for self improvement and leadership, while contributing to the symbolic growth of the organization with my knowledge.

Summary

- 1.7 years of overall experience with ServiceNow platform as Developer and Technical Consultant.
- Worked on various modules in ServiceNow - ITSM, HRSD, CSM and Custom Applications
- Experience in Installation and Configuration of different modules of Service-Now. Knowledge on the technical implementation of Incident Management, Service Catalog, Notifications, Automated Test Framework, Business Rules, Patterns building, Notifications, Client Scripts, Script Includes, UI Policies, ACLs, Record Producers, Dashboards, Reports, UI Actions, Workflows, ServiceNow Transform Maps, and Flow Designer
- Experience in ServiceNow Product development along with a strong understanding of business requirements and user requirement analysis
- Skilled in end-to-end project life cycle from writing stories, development, performance testing and documentation.

Education and Skills

Education:

- **B-Tech** - Electronics and Communications Engineering - CVR College of Engineering, Hyderabad (**CGPA - 8.27**) from 2015 - 2019.
- **Intermediate** - MPC - Sri Gayatri Junior College, Hyderabad (**CGPA - 8.2**) from 2013 - 2015.
- **SSC** - St. Augustine High School, Hyderabad (**CGPA - 9.3**) completed in 2013.

Skills:

- **ServiceNow** – Performance Testing, ATF, HR, Workflows & Service Catalog
- **Others** – C, JavaScript, MS-Office, HTML, Matlab.

Professional Experience

Company: INRY India.

Duration: 18th February 2019 to 30th September 2020

Designation: Technical Consultant

Responsibilities:

- Primary Responsibilities include Designing, Developing, Testing and Debugging applications in ServiceNow.
- Experience with Agile software development methodologies.
- Communicating with clients for Requirement Gathering, SHOW-ME's and Daily Standups.

ServiceNow Experience

Role: Technical Consultant

✓ **Project:** Casey's Store Development - Casey's General Stores

Domain: PPM

Responsibilities:

- Developed a custom application for easier navigation and tracking of store development sites.
- Built a reusable Project Template for creation of new projects and segregation of tasks.
- Provided a solution to create a parent and child projects from a single Record Producer.
- Implemented Dashboard and Reports for better tracking of their project sites.
- Participated daily in regular SCRUM meetings.

✓ **Project:** Casey's Human Resources

Domain: HRSD

Responsibilities:

- Configuring HR Services, HR Criteria, Case Management & Notifications.
- Building HR catalog and Record Producers
- End to End testing and Implementation of ServiceNow Automated Test Framework.
- Participated daily in regular SCRUM meetings.

✓ **Project:** Casey's Facilities

Domain: ITSM

Responsibilities:

- Implemented ATF for all the Record Producers (as part of Madrid Upgrade from London).
- Validating every step -Opening a form, validating all the variables according to the UI policies present, submitting of the form, opening the case form, validating all the fields, execution of the case till completion of the case.
- Worked on Manual Test Scripts.

✓ **Project:** Casey's Service Project

Domain: ITSM

Responsibilities:

- Developed custom application for users to submit multiple Incidents of a single location at a time.
- Implemented assignment rules, notifications and SLAs to assign and track the status of the Incidents.
- Implemented database views to provide different views for different types of users.

✓ **Project:** Health Insurance and Quote Enrollment (HIQE Application)

Client: INRY Apps (Internal Project)

Responsibilities:

- Developed a custom application for users to create Health Insurance quotes in various Individual, Family and Business plans.
- Participated in workshops and Scrum meetings, gathered requirements, written project requirements.
- Researching about Health Insurance plans and quotes for design of the application.
- Experience in frontend and backend implementation of the application.
- Creating required Tables, Service Catalogs, Record Producers, Business Rules, Client Scripts, UI Policies, Script Includes and Notification and modules.

- Created ACLs for handling and viewing of the application by different levels of users.
- Implemented Dashboard and report views for visibility and accessibility to different levels of users.
- Given Internal Show-me sessions of the application.
- Gathering test data for health plans and quotes and end to end testing of all the Implementations and creating playbooks.
- Installing and testing of the application in different versions of the ServiceNow platform.
- Creating Technical and Product Documentation.

✓ **Project:** Kudos

Client: INRY Apps (Internal Project)

Responsibilities:

- Developed a custom application for users to appreciate, congratulate and wish their colleagues by sending them kudos.
- Participated in Scrum meetings , gathered requirements, and wrote project requirements.
- Creating required Tables, Service Catalogs, Record Producers, Business Rules, Client Scripts, Notification and modules.
- Created ACLs for handling and viewing of the application by different levels of users.
- Given Internal Show-me sessions of the application.
- End to end testing of all the Implementations.
- Installing, testing and deploying of the application in different versions of the ServiceNow platform.

✓ **Project:** SCL Health

Domain: HRSD

Responsibilities:

- Development of HR Case Management and Knowledge Management.
- Worked on creating HR Services, Record Producers, Workflows, Business Rules, Script Includes, UI Policies, Client Scripts and Cross Scope Privileges.
- Participated in daily scrum meetings.

✓ **Project:** Northern Arizona Health A1 - Northern Arizona Health Corporation

Domain: HRSD

Responsibilities:

- Development of HR Case Management.
- Worked on creating HR Services, Record Producers, Workflows, Business Rules, Notifications.
- Participated in daily scrum meetings.

Certifications

- ServiceNow Certified System Administrator
- Certified Implementation Specialist – HRSD
- Virtual Agent Implementer
- Micro-Certification – Predictive Intelligence

Personal Projects

- Access Control Through FINGERPRINT AUTHENTICATION using Fingerprint module - Providing Fingerprint Authentication to Users for securing Information, Vaults, Medications,etc using Fingerprint Module - Internship with ECIL India - 2018.

- Comparative Analysis of Carry Skip Adder using CMOS and CVSL Logic - Comparative Analysis of Carry Skip Adder using CMOS and CVSL Logic - Major Project in B-Tech - (10/2018 - 03/2019).

Personal Details

Date of Birth: 13th November, 1997

Marital Status: Unmarried

Nationality: Indian

Languages Known: English, Telugu, Hindi

Declaration

I hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.