

ARUN KUMAR

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ServiceNow Technical Developer

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CAREER SUMMAR

- 5+ years of experience working with ITSM solutions in an enterprise environment as a ServiceNow developer/Administrator
- Experienced in Service Now Development, Administration and Reporting with professional experience in Support and Development
- Maintain service now instances including
 - ✓ ITSM Tool Development, Administration and Management
 - ✓ ITSM Tool customization and scripting knowledge
- Retrieving data from application & Coordinating with teams to prepare Daily, Weekly, Monthly & Annual reports
- Preparing the KPI Reports as per the account requirement, Design the different kind of Dashboards (Group wise, Department wise, Location wise etc.)
- Schedule the reports as per end user requirement, Work experience in Performance Analytics
- Extensively worked on SLA Reports Metrics and deliver to management team across globally
- Open positions summary with aging intervals, Perform User Administration and define SLAs for all modules
- Experience working with Business Rules, Client Scripts, UI Policies, UI Actions, UI Pages, Script Includes, Access Control Lists etc.
- Having Good knowledge on Software Asset Management.
- Good idea on ITOM modules like Discovery, service mapping.
- Good knowledge on CSM Module.
- Experience in creating chat bots for CSM module.
- Experience in Intelligent routing for customer service request along with predictive intelligence.
- Involved in LDAP integration with ServiceNow for obtaining users and groups.
- Experience in translating business case analysis into functional requirements.
- Experience Working with schedule jobs, events, and triggers to manage business needs and handle background work
- Normally providing solutions for Form design, Service Catalog with Workflow, customization for all Modules
- Experience in ServiceNow Enhancement to provide solutions with JavaScript, ServiceNow Application development, configuration, and customization.
- Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes, Waterfall and Agile, Scrum.
- Ability to learn new things quickly and adapt to new situations.
- Hard working and dedicated with focus and experience in all stages in the Project Life Cycle.

KNOWLEDGE IN FOLLOWING TOPICS UNDER SERVICE-NOW:

- Experience working with Custom Applications and Service Catalog.
- Experience working with Client Scripts, UI Policies, UI Actions, Script Includes and Business Rules.
- Expertise in creating Workflow as per business needs.
- Responsible for implementing Event Management for automating the ticket creation.
- Handled Notifications and Notification related scripts.
- Worked on Email Inbound Action.
- ITSM Process + Discovery + Event Management + Service Mapping
- Having good knowledge in JavaScript, Glide Record, Glide Ajax used in Service Now.
- Good Knowledge in creating Reports, Dashboards and Homepage.
- Experience on creation of Catalog items and Record producers.
- Worked on mobile/service portal scripting.
- Have knowledge of Service Portal, widgets, and pages.
- CMDB CI and Asset management Data.
- Expertise in creating and maintaining Access Control Rules for securing and providing the right access to right user/role.
- Having knowledge on ITIL service modules like Incident Management, Problem Management, and Change Management.
- Expertise in other tools like HP Service Manager and BizTalk.

WORK HISTORY

- **Technology Specialist** at Mouri Tech Pvt Ltd in Hyderabad. (Mar 19 – Till Date)
- **Technology Analyst** at Velaga Soft Technologies in Hyderabad. (Jun'15 – Feb 19).

WORK HISTORY

Bachelor of Technology in **Computer Science Engineering** from JNTU University.

- ✓ **Mainline Certifications** - Service Now Certified Application Developer
Service Now Certified System Administrator
- ✓ **Micro Certifications** – Application Portfolio Management, Automated Test Framework, Flow Designer, HR Integrations, Integration Hub, Performance Analytics, Predictive Intelligence, Virtual Agent.

TECHNICAL SKILLS

- **Primary Skill Category:** Service Now Development, Service Now Administration, Service Portal Design
- **ITSM Tools:** Service Now, ITSM Suite, HP Service Manager.
- **Languages:** C, C++, HTML, Angular JS, CSS, Google Cloud Services.
- **Operating Systems:** Windows (7, 8, 10), Apple OS X, Linux, Android, iOS.
- **Application Servers:** IIS 5.0, Apache, WebLogic, Microsoft Office 365 (Project, Excel, PowerPoint, Word), SharePoint, Visio, DBA Tools (RMAN, DBCA, DBUA, ASMCA), HTML, CSS, JavaScript, GUI Tools Service Now.

PROFESSIONAL EXPERIENCE

Project 5: **REEF Technologies**

Tools: Service now

Role: Technical Specialist

Responsibilities:

- Implemented the new ServiceNow instance for **REEF Technologies**
- I have been part of complete ServiceNow implementation. Gathered the requirements and analyzed the requirements. Using best practices, implemented all ITSM modules, Incident Management, Problem Management and Change Management, Knowledge Management, Call Module and Service Portal.
- Migration process with different company. Gathering user all details by LDAP Integration and Azure AD.
- Creating Normal Reports and dashboard according to client requirements.
- Service portal design catalogs, incident request, requesting item and created new HR modules.
- Gathering all Asset data list by using Asset Management and creating categories and subcategories for assigned list.
- Discovery Knowledge and Collection of Configuration ITEMS and Configuration Management.
- Migration with different End Clients and Coordination information with both in single portal and Dev.
- Worked on Service Catalog, Service Portal, ITSM, Asset management, CMDB modules.
- Implemented Vendor Dashboard portal in Albertsons with Performance Analytics widgets on Service Portal
- Worked on Integration Hub like **REST API and AZURE** modules.
- Completed integration between ServiceNow and Azure AD connect to on-board the users to ServiceNow
- Worked on gathering data for Asset/CMDB and formatted them in ServiceNow table format. Implemented Asset and CMDB modules
- Worked on gathering and upload applications to CMDB.

Project 4: **Essar Oil**

Tools: Service now

Role: Admin and Developer

Responsibilities:

- Implemented the new ServiceNow instance for Essar Oil client.
- I have been part of complete ServiceNow implementation. Gathered the requirements and analyzed the requirements. Using best practices, implemented all ITSM modules, Knowledge Management, Call Module and Service Portal
- Presently responsible for implementing Event Management for automating the ticket creation.
- Other than this it is required to support various client issues and service requests.
- Communicated with various process owners and conducted workshops to gather the requirements.
- Conducted demo for stake holders and taken their inputs for implementation of modules with best practices.
- Gathering all Asset data list by using Asset Management and creating categories and subcategories for assigned list.

- Performed the testing using all possible test cases and provided the same to Process owner to complete the testing in TEST environment
- Completed integration between ServiceNow and Azure AD connect to on-board the users to ServiceNow
- Worked on New Hire and Employee off-boarding process for Client. Worked on these two catalog items which are suitable to their existing process to on-board the employees.
- Worked on gathering data for Asset/CMDB and formatted them in ServiceNow table format. Implemented Asset and CMDB modules
- Worked on gathering and upload applications to CMDB.

Project 3: **CITIZEN PARKING**

Tools: Service now

Role: Admin and Developer

Responsibilities:

- Working experience in Version Upgrade from Geneva to Kingston Patch 2
- Made a Domain Separation with a multi companies.
- Prepared the plan for upgrade activity and reviewed the applications and features introduced in Kingston version.
- Prepared the documentation for changes and test cases
- Scheduling cloning activities from Production to non-production environments
- Completed the end-to-end testing post upgrade to the non-production instance and fixed the errors caused due to upgrade.
- Communicate with stake holders about the changes and scheduled the upgrade activity successfully
- Software Development and Administration. ServiceNow
- Working on Forms, Form Layouts, Tables, links and related lists of Service Now.
- Development of ServiceNow applications, including modification to existing ITSM modules.
- Providing solutions to enhancement requests by developing with Scripting and implementing workflows on Service Now.
- Experience working with Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Access Control Lists etc.
- Loading data using import sets as CI's maintain in excel and related sheets.
- CMDB Data uploads using Transform maps.
- Working on Service Catalog Items, tasks, and Content Items.
- Working on Service Catalog like Variables create reference fields, mandatory fields and required services.
- Providing solutions to enhancement requests by developing with JavaScript and implementing workflows on Service Now.
- Create and use update sets to move customizations between systems like production and sub production environments during Major Releases.
- Regular interaction with client for requirements clarification and for Application.

Project 2: **Birlasoft Limited (India)**

Role: ServiceNow Developer/Admin

Description: The Workstation System Development of Synchrony is primarily responsible for developing, supporting and Administration Using Service Now tool. Few of the Primary Applications are –Incident Management, Problem Management, Change management and CMDB.

Responsibilities:

- Software Development and Administration. ServiceNow
- Working on Forms, Form Layouts, Tables, links and related lists of Service Now
- Development of ServiceNow applications, including modification to existing ITSM modules.
- Providing solutions to enhancement requests by developing with Scripting and implementing workflows on Service Now.
- Experience working with Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Access Control Lists etc.
- Loading data using import sets as CI's maintain in excel and related sheets.
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- Working on Service Catalog Items, tasks and Content Items.
- Working on Service Catalog like Variables create reference fields, mandatory fields and required services.
- Providing solutions to enhancement requests by developing with JavaScript and implementing workflows on Service Now.
- Create and use update sets to move customizations between systems like production and sub production environments during Major Releases.
- Regular interaction with client for requirements clarification and for Application.
- Preparing and reviewing the test prepared by Q.A and U.A.T team

Project 1: **Synchrony**

Tools: Service now

Role: Admin and Developer

Responsibilities:

- Worked on ITSM Modules, Incident, Problem and change management.
- Good Knowledge with all modules and worked on ASSET Management, CI (Configuration Management)
- Extensive experience on technical implementation of various ServiceNow modules such as Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management.
- Developing Client Scripts, Business Rules, Script Includes for the processes.
- Worked on Service Catalog, Service Portal, ITSM, Event management, CMDB modules.
- Expertise in creating and maintaining Access Control Rules for securing and providing the right access to right person/role.
- Configured Normalization for Asset Records.
- Modified Transform maps of SCCM Integration.

Technology, Tools and Skills

- ServiceNow, HP Service Manager, Visual Studio 2010
- ITIL – Incident Management, Problem Management and Change Management, Asset Management, Performance analyst.
- ITOM – Event Management, Discovery, MID Server, Service Mapping.
- HTML, CSS, JavaScript, XML, JSON.
- Integration – Rest API, Azure and Third part.

Achievements

- Best Performance achievement given by client and organization
- GEM achievement by organization

DECLARATION

I undersigned vouch for the authenticity of the above stated information as furnished by me to be true to the best of my knowledge and belief, till date.

PLACE:**DATE:****SIGNATURE**