

ServiceNow Developer

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PROFILE:

Having a total experience of 5.9 years holding the relevant experience in ServiceNow as 3.5 years with cutting-edge Development tools procedures, Administration, and Implementation. Proven ability to leverage ITIL Standards and ITSM Process (Incident Management, Problem Management, Change Management, Knowledge Management, Service Catalog) knowledge and experience to build interactive applications and Good into COBOL. Able to effectively self-manage during independent projects, as well as collaborate as part of a productive team.

Good understanding of the Software Development Life Cycle (SDLC).

- Knowledge gained on ITOM Standards and ITSM Process.
- Led training sessions for internal teams on ServiceNow ITOM best practices and troubleshooting techniques.
- Designed and implemented ServiceNow ITOM solutions, including Discovery, Event Management and Service Mapping, to enhance visibility and control over IT infrastructure.
- Better understanding in Incident Management, Problem Management, Change Management, Knowledge Management, Service Catalog.
- Worked on Workflows.
- Having experience in CSM module, Issue Management and root cause issue resolution.
- Hands-on expertise in implementation of Incident Management, Problem Management, Change Management and Service Catalog Management.
- Good experience on Service Portal.
- Worked on setting up Service portal content so that it's only available to authenticated users.
- Worked on Integrations.
- Strong Knowledge on Cobol, Jcl and DB2.

SKILLS:-

- Operating Systems : Z/OS, Windows
- Lang/Technology : ServiceNow, COBOL, JavaScript, JCL, VSAM, Azure & PowerBI
- Databases : DB2, CMDB.
- Tools : ITSM, CSM, ITOM, MIK, OnlineDakein, T-Net, Jira, Change man, SPUFI & Endeavor.
- Integration Technologies : REST, SOAP, JSON, XML, Web Services.

CERTIFICATIONS:-

- Completed Microsoft AZURE (AZ-900) certification.
- Completed Japanese N5 level certification.

EXPERIENCE:-

Fujitsu Consulting India Pvt Ltd

○ Project: Markel Corporation (March 2021 to August 2023)

Markel Corporation is a holding company for insurance, reinsurance, and investment. operations around the world. Headquartered in Richmond, Virginia and founded in 1930, Markel reports its ongoing underwriting operations in three segments, and products originate from four insurance divisions and one reinsurance division. Markel Ventures, a subsidiary that makes strategic investments in companies outside of the insurance marketplace, is another important component of our business.

Roles & Responsibilities

- Worked on configuring and customizing forms on various applications like incident, Change and Service Catalog.
- Experienced in writing and enhancing the client scripts, business rules and script included.
- Conducted training sessions for IT staff on ServiceNow ITOM functionalities and best practices.
- Collaborated with ServiceNow developers to create custom integrations and solutions to meet specific client needs.
- Designed and implemented ServiceNow service Mapping to provide accurate and up-to-date service dependency mapping for critical business services.
- Developed and maintained integration workflows, scripts and connectors to enable seamless communication between ServiceNow and external systems.
- Used Glide Record to retrieve and update data on different business conditions.
- Experienced in creating SLAs, schedules and attaching schedules to the SLAs.
- Designed and developed custom application internal business processes. Performed and coordinated Instance upgrades to latest versions.
- Managed and resolved incident tickets related to ITOM process, ensuring minimal disruption to business operations.
- Resolving complex issues end-to-end proactively fix problems and drive action to solve common requests more quickly and efficiently.
- Coordinating and working with team, Business Analysts, and project managers in gathering requirements and business needs required for the project.
- Responsible for generating reports using tables and data sources in Service Now.
- Worked on scheduling reports in ServiceNow.
- Created various UI policies and UI actions experienced in writing advanced UI policy and UI action scripts.
- Created homepages including basic reporting, gauge configuration and dashboard presentation.
- Experienced in redesigning workflows and finding different approaches to modify complex workflows into simpler forms.

Achievements

- For our tremendous teamwork our project received “*BEST PROJECT OF THE YEAR (2022)*” award.
- Received “*STAR awards*” for two quarters for being a key member in project.
- Our team stood as a WINNER in cricket tournament conducted by the organization.

Ness Technology Pvt Ltd

○ Project: AT & T Operations (Feb 2020 - March 2021)

AT&T Inc. is an American multinational conglomerate holding company, Delaware registered but headquartered at Whitacre Tower in Downtown Dallas, Texas. It is the world's largest telecommunications company, the largest provider of mobile telephone services, and the largest provider of fixed telephone services in the United States through AT&T Communications. It is also the parent company of mass media conglomerate Warner Media, making it the world's largest media and Entertainment Company in terms of revenue. AT&T was ranked #9 on the Fortune 500 rankings of the largest United States corporations by total revenue.

Roles and Responsibilities

- Worked with Service Level Agreement (SLA).
- Worked with Update set movements between ServiceNow instances. Created the email Notifications as per the client requirements.
- Managing Client meetings, CAB (Change Advisory Board) meetings and Team review meetings.
- Worked on client side and server-side scripting according to the client requirements.
- Worked on data load and transform maps as per the client requirement.
- Worked on UI policies, data policy, client script, Business rules, Workflows and Flow designs, Notifications, Related List and UI Actions.

- Working with Schedule Jobs and Notifications.
- Creating reports and Schedule reports.
- Creating ACL Rules and working with existing rules.
- Worked on Incident Management, Problem Management, Change Management, Knowledge Management and Service Management.
- Creation of Users, groups, roles.
- Importing data into service-now by using import set.
- Customizing forms, lists, choices for custom applications based on the requirement.

Legato Health Insurance Pvt ltd

- **Project: Anthem Health Insurance (Adjudication- claim Level Rule Matching) from July 2019 Jan 2020**

Claim level rule matching is U.S based ANTHEM project, basically the project is based on claims, if the rule ID's and claim level are matches then that scenarios trigger to the Adjudication level that mean benefits are added to that particular contract member. We have few scenarios for the client requirement like Emergency room service, Ancillary Health care, Partially Health care etc. These are the scenarios that should be triggered for every contract in all the states.

Roles & Responsibilities

- Coding of batch programs using COBOL, JCL & IMS DB.
- Worked on adhoc tasks related to project and resolving the tickets.
- Modification of existing code according to change requirement.
- Attending status meeting and weekly meetings.
- POC (point of contact) for the contract copy.
- Actively participated in process related tasks like Release activities, Retro fitting etc.

Achievements

- Received special appreciations from the client for in-time delivery with no bugs. • Our team stood as the WINNER in cricket tournament and carroms conducted by the organization.

Rotec Industries Pvt Ltd.

(From Dec 2017 to Jan 2019)

- Having 14 months of experience as an Intern in Rotec transmission Industries.
- Worked on Design field machines and Database.
- Experience in Excel and PowerBI.

EDUCATION:-

Graduated from JNTU-H in Bachelor of Technology.