**TEJASHWAR REDDY REDDYGARI**

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**EXPERIENCE SUMMARY:**

* **ServiceNow Certified System Administrator** and **ITIL V3 Certified** with over **6+** years of rigorous hands-on-experience on ServiceNow as developer and business analyst.
* Worked with process owners and stakeholders to translate business requirements into functional requirements within ServiceNow.
* Experience in translating functional needs **to ServiceNow customizations**.
* Good experience in developing workflows and in customizing the applications in ServiceNow using JavaScript, HTML and CSS**.**
* Well versed in developing **integrations** using **SOAP** and **REST** Webservices.
* Worked on the ITIL Process Configuration likeIncident and Problem Management, Change Management, Knowledge Management and Service Catalog Management in ServiceNow.
* Hands on experience in implementing **ITSM** Modules like Incident Management, Change Management, Problem Management, Knowledge Management, Asset Management, **ITOM** Modules like CMDB, Event Management, Discovery, Service Mapping, Orchestration, **ITBM** modules like Time-Card Management, Demand Management, Project Management, Ideas, **HRSD** Modules like HR Case Management, HR Knowledge Management, Enterprise Onboarding, HR Portal and **GRC** Modules like Audit Management, Policy and Compliance Management, Risk Management.
* In-depth knowledge of **MID-Server** installation and configuration.
* Prior experience with the **Discovery** tool in SNC, **Service Mapping** and strong knowledge of the **CMDB** and **Asset management** modules: business services, and Configuration Item Relationship.
* Design and develop extensions to Service Now data model in support of requirements towards **CMDB**, **SACM** and other modules.
* Worked on ServiceNow **Glide** **classes** (GlideRecord, GlideAggregate, GlideAjax etc).
* Experience working with networking, **LDAP, ITIL, CMDB**.
* Championed defining
  + **workflows** in **Service Catalog** items, **Approvals**, **Dynamic tasks** in SN.
  + created **Business Rules**, **Client Scripts**, **UI Actions**, **UI Policies**, **UI Macros** and **Data Policies** using javascript in ServiceNow.
* Other features: **Custom Applications**, **Service Portal** (custom widgets & UI pages), **Mobile Apps** (custom module, push notification), **Reporting, Inbound actions**, & other OOB objects.



**PROFESSIONAL EXPERIENCE**

**Sr ServiceNow Consultant Sep’19 - Present**

**British Petroleum(BP), Houston, Texas**

**Key Responsibilities:**

* Worked closely with the managers, architect, scrum master, collected and designed requirements for the business process, implementation of the project.
* Worked on **ITBM** modules like **Time-card Management**, **Demand Management, Project Management, Ideas, Resource Management, Enhancement, GRC Modules like Audit Management, Policy and Compliance Management, Risk Management**.
* Tailored the out-of-box **Time-sheet Portal** by adding some new functionality to it, making necessary changes to UI as per the business requirements.
* Customized the forms of Demand, Project, Ideas, Project-request, Enhancement based on the client requirements.
* Experience in **User Administration** like creating groups, users, roles etc.
* Created **Access Controls** as per the requirements.
* Responsible for **scheduled jobs, events, emails, notifications, notification scripts, email templates, Inbound email actions** for **ITBM** modules and **GRC** modules.
* Experience on creating business rules, client scripts, UI policies etc.
* Cloned the out-of-box **widgets**, customized them and used for Timesheet Management Portal.
* Created **reports, dashboards, homepages** and displayed them based on the **user role**.
* Designed **forms** and different **views** required for Timesheet Portal.
* Experience on **Entity scoping in GRC** which provides a top-down approach for maintaining the risk universe and helps us in visualizing the upstream and downstream risks and controls.
* Developed **entities** andthe **relationships between the entities** to get an overview of how risks and control affect each other.
* Involved in shaping **Test templates and Test plans** for Audit Management.
* Configured **GRC Indicator Templates and GRC Indicators** to check the risks and controls.
* Built **Knowledge base articles** from **engagements** for Audit Management.
* Developed **Attestation types and Article templates** for Policy and Compliance Management.
* Worked on **Risk Assessments, Assessment Types, Risk Statements and Risk Frameworks** in Risk Management.
* Customized forms of **Audit, Risk, Policy** and **Compliance Management**.
* Copied and Customized the out-of-box quick start tests for both Risk Management, Policy and Compliance Management.
* Worked on moving the update sets from dev instance to test and from test to prod instance.
* Attended meetings on a daily and weekly basis regarding the progress of the project.

**Sr ServiceNow Consultant Jul’18 - Sep’19**

**AMD, Austin, Texas**

**Key Responsibilities:**

* Responsible for the Web-integrations with different applications like **Zoom** using **REST Web services**.
* Worked with various stakeholders, Process owners, Technologist, subject matter expertise/non-IT professionals. Played key role in gathering requirements, work with BA to define functional requirements, aligned functional requirements to technical requirements.
* Resolved Incidents, perform day-to-day administration & technical support as part of Tool support. Handle Incident, Request, Change on regular basis along the development process
* Administered and managed ServiceNow instance administration in all environment (Dev, Test & Production) and provide technical support.
* Integrated ServiceNow with **Microsoft Active Directory** for **Employee-Onboarding** (HR Module) and **automated** process using **Orchestration**.
* Created **HR KB articles**, preparing documentation, facilitate and prepare Demo/proof of concept/ prototypes.
* Configured custom knowledge **workflows** for **HR case** related **Knowledge article** publish/retire.
* Restructured **ACL** setup for HR Module to ensure **authorized/limited access** to the appropriate users.
* Designed the **HR Portal** to display different content based on user’s location and role.
* Configured one centralized page in **HR Portal** for users to keep track of their **HR Service Requests** and ability to update.
* Developed complex **Service Catalog Items, Order Guides** and **workflows** for HR modules.
* Created **HR dashboards** and **reports**.
* Cloned and Configured the out-of-box Quick start tests to check the functionality of HRSD.
* Worked on **Orchestration** to automate the top and frequently used service requests.
* Installed and Configured **Mid-Server** in the network to allow **daily Discovery** and **Scheduled Discovery**.
* Worked on creating and configuring **Identification** and **Reconciliation rules** to maintain Data Integrity in CMDB.
* Integrated **ServiceNow** with **AWS** using **REST Webservices** to get the CMDB data into ServiceNow.
* Set up **Horizontal Discovery** without a guided setup to find applications, devices to update the CMDB.
* Developed **custom probes** and **sensors** for ServiceNow **Discovery** and **Service Mapping**.
* Shaped **Mutliprobes** and **Multisensors** which helps in parsing the response that came back in the ECC queue and create/update CI's in the CMDB.
* Configured **Shazzam probes** finds your active network devices by scanning specified ports on specified IP address ranges.
* Developed and ran **Quick Start Discovery** to discover IP address etc. in the network.
* Worked on **CMDB Data Modeling** and experience in maintaining the structure and data of CMDB which consists CI’s and their attributes, classes, and their relationships.
* Worked on configuring **Event Management** by configuring **Connector Instances** and **Connector Definitions, Event Mapping Rules, Event Transform Rules**.
* Analyzed and Setup **Asset Management** and synced with CMDB.
* Maintained the data integrity of **Asset Management** by creating **asset classes**, **business services, CI relationships,** etc.
* Customized multiple forms of **Asset Management**.
* Configured following items to meet the business requirements
* Custom **Asset Classes**
* **Assets** (Hardware, License, and Consumable)
* Different contracts with Vendors and entitlements
* Worked on **Stockrooms** to store assets and keep track off transfer orders
* Worked on **fixed assets** to hold multiple assets to track at the corporate level by finance department.
* Developed custom **notifications** to be triggered in different phases of the **Asset Life-cycle**.
* Created user **role-based reports**, **dashboards**, **homepages** for **Asset Management** to carry out daily activities efficiently.
* Created a set of **Automated Test Framework** suites for **Asset Management**.
* Develop, configure and customize IT solutions on ServiceNow, including, UI customization, Client Script, Business Rule, Workflow administration, ACL, UI policy, UI Actions, Script include, Notifications, mail script, inbound action, Custom Scripting, data import, integration (SAOP & REST), UI actions, UI policies, homepage administration, survey, custom UI pages, request catalogs, Record producer, HR Service Portal, UI pages, Widgets and much more.
* Perform release management activities – release planning, update set migration (Dev to Test, Test to Prod), perform Release, fix the issues reported and provide post-release support. On regular basis, monitor system health & performance, recognize and report issues, automate regular tasks, adapt to changing priorities and work independently.
* Worked on creating reports, dashboards and homepages.

**ServiceNow Consultant Oct’16 to Jun’18**

**UCOP, Oakland, CA**

**Responsibilities:**

* Implemented **CMDB** in ServiceNow
* Setup **Scheduled Import set** and **transform maps** to load and manage data into CMDB.
* Developed **identification** and **reconciliation rules** for the data coming through import sets and Discovery.
* Experience in setting-up **horizontal discovery**, **Service Mapping** by configuring MID-Servers, checking Discovery, configuring credentials, etc to get devices like computer, printer, servers, routers, switches in the network.
* Created **patterns, probes** and **sensors** for **Discovery** and **Service Mapping**.
* Configured and ran quick tests to check **Service Mapping**.
* Propose and develop **integration** of **SCCM** with ServiceNow CMDB.
* Configured a **JDBC connection** via the **MID-Server** for getting the data in **SCCM** to ServiceNow CMDB.
* Aligned current Incident, Change modules with the ITIL v3 standard processes.
* Integrated ServiceNow with **CA Nimsoft Monitoring** for **Event Management**.
* Performed installation and testing of vendor-provided **updates** and **new releases**. Deploy new releases and enhancements into the ServiceNow live environment.
* Reporting to include data extraction, import/export data, publishing, distribution, cataloging, report scheduling.
* Maintained **LDAP integration** and user configurations.
* Maintained **Single Sign-On integration**.
* Created **ATF** test suites for **ITSM** modules like **Incident Management, Change Management, Problem Management** etc.
* Customized forms as per business requirements.
* Developed new service catalog items with variables.
* Maintained the integrity of the ServiceNow tool across production and non-production environments.
* Created and used update sets to move customizations between systems.
* Proposed ServiceNow best practices to maintain life cycles of **Incident Management, Problem Management, Knowledge Management, User Administration, Configuration** and **Asset Management.**
* Search, populate, and customized the **knowledge base**.
* Create **Access Control Rules**. (ACL)
* Implemented **Domain Separation**.
* Created **Domain-Specific Personalization**.
* Collaborated with Architect, business analyst and Team lead on a regular basis regarding design, implement, progress, requirements, enhancements.

**ServiceNow Consultant Apr’14 – Sep’16**

**Amerisource Bergen,**

**Dallas, TX**

**Responsibilities:**

* Involved in analysis of end user requirements and business rules based on given documentation and worked diligently with tech leads, operations, business users and business analysts in understanding the current ServiceNow system as well as to gather requirements, enhancements, and defect fixes in the Service-Now platform.
* Implementation of different Applications, Modules, Tables and Views as per client's requirement.
* Setup the process for **Incident Management, Problem Management, Knowledge Management, Change Management, Asset Management** and **Service Catalog**.
* Involved in coding the Business Rules (Server-Side Scripting), Client Scripts (Client-Side Scripting), UI policies, UI Actions, Script includes, catalog client scripts and catalog UI policies in the ServiceNow.
* Set up the **SLA’s** for the incident, problem, change management processes as per the requirement.
* Involved in various ServiceNow customizations as per client's requirement.
* Worked with business analyst to create and modify **Service Catalogs, Record producers** and **Request Workflow Designs**.
* Designed the **Content Management System** which involves HTML, CSS, Service-catalogs.
* Responsible for creating various workflows which can be re-used and propagated for Incident Management, Change Management, Service Requests.
* Involved in **migration** between various ServiceNow instances using **Update Sets**.
* Experience in configuring **email notifications** in ServiceNow.
* Integrated ServiceNow **HR Module** with **Workday** using **SOAP** Webservices to retrieve employee data periodically and store it in ServiceNow tables.
* Setup and configured the different ways of **HR case** creation like
  + **HR Portal**: Configured Service Catalogs, categories, order guide, record producer.
  + **Email Integration**: Integrated emails with HR case to allow users to create/update cases.
  + **Role restricted** left navigation access to HR Case application
* Configured **SLAs** to meet the business timelines for **HR cases**.
* Setup **HR task** to keep track and collaborate amongst different team members to fulfil the HR case’s requirement more efficiently.
* Created few custom roles along with OOB **HR roles** to set up different access level to **user/group** in **HR application**.
* Personalized **email templates** based on different **HR case** criteria
* Developed **Order Guides** for New Employee and Contractor On boarding, Terminating Employee and Transfer of Employees.
* Customized the out-of-box **HR Service Portal** as per the business and functional requirements by editing the **widgets**, creating **UI pages** etc.
* Involved in running the daily and weekly jobs to push the data into the application using **Import Sets** and **Transform Maps**.
* Designed the layout, CSS, dynamic content for the End User **Self-Service Portal** design.
* Assist in conceptualizing, designing, and maturing of enterprise **CMDB**.
* Conduct regular **CMDB audits**.
* Worked on ServiceNow **data model** and relationships such as CMDB, Asset, etc.
* Managed data with ServiceNow tables, CMDB import sets, Discovery tools, Users, groups and roles.
* Hands-on experience integrating multiple data sources into a unified ServiceNow CMDB as well as integrating data between ServiceNow instances
* **Mid-Server** configuration, CMDB configuration and **integration**.
* Involved in daily, weekly, and monthly meetings with client on the work progress and discussions on the upcoming work.



**EDUCATION:**

Master’s in Computer Science

University of Bridgeport**,** CT

Bachelor’s in Computer Science and Engineering

Vignan University, India