
SVP Kumar Sayala

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PROFESSIONAL SUMMARY:

- ✓ Having 8.1 years of experience in IT and as well 3.7 years in ServiceNow Development and implementation.
- ✓ Good Experience on Configuration in ServiceNow.
- ✓ Configuration and customization in Incident, Problem, change and knowledge Management Modules.
- ✓ Expertise on Integrations with REST API Integrations.
- ✓ Worked on Business Rule, Integration/configuration, Client Scripts, Dictionary Overrides, Notifications, Knowledge management and Reporting areas to meet the business requirements.
- ✓ Worked on Inbound and Outbound Integrations.
- ✓ A strong understanding of ITSM (IT Service management), ITIL (IT Infrastructure library) with good exposure to functional and technical design of ServiceNow.
- ✓ Worked on ACL's (Access control list) for providing the data security.
- ✓ Expertise in Creating catalog items and creating record producers in service catalog.
- ✓ Incident management experience using Update Sets, Import Sets in Service Now.
- ✓ Worked with Dashboards, reports in ServiceNow.
- ✓ Analytical, multitasking, adaptable to new environments and learn new Technologies quickly.
- ✓ Worked on Stories and Production issues P1 tickets.
- ✓ Writing Business rules, Client scripts, Workflows.
- ✓ Drafting Low Level Design documentation.
- ✓ Writing Custom Notifications and approval.
- ✓ Creating Roles and Permission Groups as per requirements.
- ✓ Configured Reports on the custom application.
- ✓ Created email Notifications, reports, Access Controls, Workflow, Homepage Administration, User Administration, Update sets, Notifications, Field Administration etc.

EDUCATIONAL DETAILS:

Bachelor of Technology

- **B-Tech** (Computer science) from VKR, VNB&AGK Engineering College (JNTUKAKINADA University , GDV) 2012
- **Personal Details**
 - Father name : Nagaraju
 - Soft skills : Attention to Details, Active listening, team working spirit
 - Interests : Athletic, Running, Cycling.

WORK EXPERIENCE:

- **CURRENTLY WORKING AS A SERVICENOW ENGINEER AT ROBERT BOSCH**
(PAYROLL - CYIENT) FROM 12TH AUGUST 2022 TO 2ND MAY 2023.
- Previously worked as a Associate Consultant at Care Health insurance(Payroll -Mind Trail Technologies Pvt. Ltd.) from 18th March 2020 To 25th July 2022.
- previously worked as a Associate consultant at RBL BANK Pvt.Ltd. (payroll - Mind Trail Technologies Pvt. Ltd.) from Feb 15th 2019 To 2nd March 2020
- previously worked as a system administrator at RRG EngineeringTechnologies pvt Ltd. From April 1st 2015 To February 2019.

PROJECT ROLES AND RESPONSIBILITIES:

PROJECT:-2

Client: CISCO

Role: ServiceNow Developer

Responsibilities:

- Created manual factors and adding them to group factors and performing Risk assessments for entity and control mapped to that entity and based on the responses calculating overall computed score for risk.
- Created schedule job to trigger notifications in Daily, Weekly and Monthly bases.
- Implementing, configuring, and administrating.
- Worked on client scripts, business rule, UI actions, notifications, script includes, transform maps.
- Involved in gathering the requirements, documenting the requirements and get those signed off from client and parallelly working on implementing the solution technically.
- Following the Agile methodology by call with scrum master as well as with team members for the new enhancements in the project.
- Working on the Custom modules like ITSM major modules like incident, change, request and tasks.
- Provided consultation to the client for complex business problems facing by the client.
- Revamped the Service Portal and make portal more user friendly.
Working independently on Service Portal area for developing widgets.
Customized the portal based on all custom departments.
- Worked on ServiceNow notifications, inbound actions, notification scripts in this project.

2

- Also working on HR Modules like developing the record producers, catalog items and order guides and creating the workflows as per the client requirement in different scopes.
- Got the exposure in all aspects like supporting, Quality assurance, consulting, managing the team.
- Created multiple templates for the HR support team using document builder a custom module in the project.
- Creation of the CI's using import sets and transform map.
- Working on Knowledge management, change management and HR module.

PROJECT:-1

Client: SG

Role: ServiceNow Developer

Responsibilities:

- Maintaining CMDB health Completeness, Correctness and Compliance.
- Worked on change tasks to update CMDB.
- Worked on CMDB requests to insert or update CI into CMDB.
- Created transform maps mapped fields and created transform map scripts to update CMDB.
- Imported foundation data/base data using import sets. Imported CI's and Relationships using Import set.
- Customized ServiceNow applications as per requirement. Developing and configuring Business Rules,
- Script Includes, UI Policies, and Catalog Client Scripts.
- Strong skill set in the ServiceNow suite development including SOAP/REST hintegration.
- Integrated ServiceNow with 3rd party tools and implantation of SOAP and REST API.
- Created workflow to achieve business requirement. Created ACLs & role to maintain access to UI.
- Configured Notifications, SLA.
- Testing every component of UI & business logic to find issues & fix it.
- Moving code from lower environment to higher environment using Update Set.
- Created number of pages and widgets. Widgets were created on role base like manager, employee.
- Used number of angular directives while building widgets.
- Created html, client side and server-side scripting in widgets.
- Design and maintain Service Portal for user access to Knowledge Base and Service Catalog.
- Played part on end user self-service portal management.
- Implemented custom application for a renowned German logistics client which involved on boarding of new Service Lines.
- Custom Job Management module involving dynamic auto routing of Jobs.

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