**RAJESH RACHAKONDA**

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**Professional Summary:**

* Overall 3.**3 Years of IT Experience with**  IT implementation frameworks, ITSM Applications, CSM, ITIL, Service portal and Technical Support.
* Experience on various IT Services of Service-Now tool like Incident and Problem Management, Service Catalog Requests, Configuration Management, Knowledge Management, Reporting, Asset Management, change management.
* Knowledge on creation and configuration of service catalogs , email notifications, Inbound actions, user interfaces, workflows, data imports and exports, business rules driven user interfaces and attributes, home Pages and reports.
* Configured Applications using Service-Now tool used in ITIL Management. Strong understanding of ITIL V3. Deep functional and technical knowledge of the Service Now platform as well as experience delivering Service Now implementations.
* Experience on creation of catalog items, wizards, record producers, interceptors, user guide. Good Knowledge and understanding of ITSM/ITIL and ITOM best practices.
* Experiences working with Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Access Control Lists, transform maps, data sources and transform scripts.
* Creating scheduled tasks, monitoring the ticket queues and generating statistics. Maintain Single Sign-On integration.
* Service Portal designed so that anyone can get a portal up-and-running quickly and easily. However, there are still some concepts that are good to know before building your own portal
* Create a case for this user's account. View a list of cases created by this user
* Edit cases created by this user View a list of assets belonging to this user's account
* Good Understanding in gathering Systems Requirements Analysis, Design, Coding, Testing, Implementation and Documentation.
* Configure Service-Now tool for the defined processes. Design and develop scripts for any customization required. Supporting Power shell scripting in workflows.
* Hands on experience developing content Management System (CMS) in Service Now.
* Experience in web development and application development using HTML, JavaScript, CSS, J2EE.
* Utilized Java Scripting to deliver solutions that automate and audit business processes using UI Policy, Client Script, UI Action and Business Rules.
* Worked on creating MID Server and setting up Discovery Schedule to discover the infrastructure and their relationships.
* Involved in creating relationship for CMDB configuration items.
* Worked with windows team, network team and Asset team to check for the data collected through discovery is accurate.
* Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.

**Technical Skills**

* **ITSM Tools**: Service Now, ITSM Suite, ITIL,CSM, Service Portal
* **Languages**: JavaScript, SQL,
* **Application Servers**: WebSphere application server, WebLogic server, Apache, IIS 5.0, Tomcat.
* **Operating Systems**: Windows 7, WINDOWS 8, Windows 2008/XP, UNIX, LINUX, PL/SQL
* **Databases**: Oracle 10g, SQL Server 2005, My SQL

**Educational Details:**

B.tech from Narayana Engineering and technical campus- 2015

**Professional Experience**:

Working as a Software Developer in Ness Technologies from JAN 2018 to till date

**Project 1: HPI INDIGO from Sept 2019 to till date.**

**Role: Service Now Developer**

**Responsibilities**

* Working with client and functional requirements within Service Now.
* Facilitating rollout of new applications and modules.
* Design and implement new functionality using Business Rules, UI Policies, and Access Lists etc.
* Service Catalog and Request Workflow Design and Configuration.
* Experience with Service Watch a plus.
* Customization of from design and layout for various ITIL process for incident management, Knowledge management, change management, Asset management and service Catalog.
* Enhanced the existing LDAP integration and modified business rules.
* The service we also provide to clients is a semi managed service for administering their Service desks that has been implemented. This includes various administration tasks within Service desk software.
* Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Created Buttons and context menus both on form and lists using UI actions
* Written script includes and involved them in business rules and client scripts
* Imported Active Directory to Service now using data sources.
* Worked on the integration of Service Now with Siebel, integrated Service Catalog and Incident module.
* Maintain and support Service Now operational functions.
* Develop, test, and support new Service Now operational functions and modifications to existing functions.
* Integrated Fire eye tool with Service-Now using Email integration i.e. inbound actions scripting.
* Deploy new releases and enhancements into the Service Now live environment.

**Project 2: TIVO from Jan 2018 to Aug 2019.**

**Role: Service Now Developer**

**Role: Service Now Developer/Administrator**

**Responsibilities**

* Involved and interacted with various Business groups for gathering the requirements.
* Hands on experience on designing the workflows as per the requirement.
* Implementation of data source, import set, transform map for tables.
* Followed the coding standard and best practices in the implementation.
* Maintain ServiceNow Users, Groups and Roles.
* Form layout and customizations.
* Performed form validations and client side scripting.
* Modifying Dictionary and working on Dictionary Override as per requirement.
* Creating various catalog **Client Scripts** and **Catalog UI Policies**.
* Worked on Update sets – Creating, capturing the changes and moving the update sets from dev to test
* **Gathered requirements** from the **Business Team** andcreated **technical, functional specification documents.**
* Working on **Scripted Web Services**, **Soap** Message and **REST API** changing the logic in code as per enhancements.
* Working on **Business** **Rules**, **Script Include** and **UI Action** to achieve client requirements.
* Development of **Client Script** and UI Policies per requirement.
* Email Notifications.
* Creating Update sets and capturing the updates.
* Implementation of data source, import set, transform map for tables
* Implementation of core modules as per business requirements.
* Implementation of Business rule, Client scripts, UI Actions and UI policies.