

Poojashree Padalale

ServiceNow Developer

Results-driven ServiceNow Developer with 6 years' expertise in ITSM, Integration, Portal, JavaScript, and HR Core. Proven in transforming workflows for seamless efficiency, ensuring optimal service delivery.

Contact

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Education

BASAVESHWAR ENGINEERING COLLEGE, KARNATAKA

B.E in Information
Science and
Engineering
2017

Experience

SENIOR SERVICENOW DEVELOPER HEWLETT PACKARD

June 2020- current

PROJECT 1: INTEGRATION BETWEEN THREE SERVICENOW INSTANCES

1. HPE
2. California-based Cloud-Based Security Networking Company
3. Multinational Chemical Company (UK-based)

Certifications

- CAD
- CSA

Skills

INTEGRATION:

- REST API
- Data sources
- Orchestration activities
- Mid Server
- Import set API with basic and OAuth 2.0 Authentication

PROJECT DETAILS:

- **Type of Integration:** Three-instance bidirectional Ebonding
- **Integration Components:**
 - Bidirectional Ebonding between Change Requests in three instances
 - Bidirectional Ebonding for Incidents in three instances
- **Integration Logic:**
 - If a Change Request is created/updated in one instance, it should reflect in the Change Requests of the other two instances, and vice versa.
 - Similarly, if an Incident is created/updated in one instance, it should be mirrored in the Incidents of the other two instances and vice versa.
- **Authentication Method:** Basic authentication

TOOLS AND ARTIFACTS USED:

- Business Rules
- Flow Designer

SERVICENOW UPGRADE:

- Upgraded to Vancouver version
- Skipped log review

SERVICE PORTAL:

- Configuration
- Custom widget configuration

SCRIPTING:

- Client-side and server-side scripting
- Glide API's

SERVICENOW ARTIFACTS:

- Client script
- Business rule
- UI policy
- Data policy
- UI actions
- Reports
- Dashboards
- Workflow
- Flow designer
- Script includes
- Scheduled jobs
- Script actions
- Transform maps and scripting
- Notifications
- Events
- Custom scoped application
- Access controls
- Service level agreement
- Catalog items
- Record producers
- Order guides
- User administration
- Plugins and system properties
- Cloning and upgrade

- Scripted REST API

PAYLOAD AND ATTACHMENT HANDLING:

- **Payload Format:** JSON (used for both sending and receiving data)
- **Attachment Handling:** Scripted REST API is employed to manage incoming attachments.

PROJECT 2: HPE INCIDENT BIDIRECTIONAL EBONDING

CLIENT: Europe-based Hydraulics Company

Description: Implemented bidirectional incident Ebonding between HPE and a Europe-based Hydraulics company using ServiceNow tool.

KEY DETAILS:

- **Authentication:** Implemented basic authentication for secure data exchange.
- **Payload Format:** Utilized JSON format for both sending and receiving data, ensuring standardized communication.
- **Attachment Handling:** Developed a solution for handling incoming attachments seamlessly through a scripted REST API.

This project enhanced communication efficiency and data exchange between HPE and the client, contributing to smoother incident management processes.

PROJECT 3: VANCOUVER UPGRADE - SERVICENOW

DESCRIPTION: Managed the Vancouver upgrade project for ServiceNow from Utah,

KEY RESPONSIBILITIES:

1. **Upgrade Planning:** Scheduled and coordinated the upgrade process, ensuring minimal disruption to ongoing operations.
2. **Cloning:** Implemented cloning procedures to replicate development environments, facilitating a controlled and secure testing environment.
3. **Backup Procedures:** Executed comprehensive backup procedures to safeguard critical development data, minimizing the risk of data loss during the upgrade.
4. **Communication Management:** Effectively communicated project progress and updates to relevant teams, ensuring a transparent and collaborative approach.
5. **Skipped Record Review:** Conducted thorough reviews of skipped records, addressing any discrepancies and ensuring data integrity.
6. **Smoke Testing:** Led smoke testing efforts post-upgrade to quickly identify and rectify any issues, ensuring a smooth transition to the upgraded version.

PROJECT 4: SERVICENOW CATALOG ENHANCEMENT & CUSTOM PORTAL IMPLEMENTATION

CLIENT: Australia's Biggest Supermarket Company

PROJECT DETAILS: As a key contributor to the ServiceNow team for Australia's biggest supermarket company, I spearheaded the development of Catalog items and Record Producers along with their associated workflows. My expertise extended to serving as the backend specialist for the custom service portal.

RESPONSIBILITIES:

- Constructed Catalog items and Record Producers to streamline service requests.
- Developed and optimized associated workflows to ensure seamless processes.
- Functioned as a backend expert for the custom service portal, leveraging in-depth knowledge of ServiceNow capabilities.
- Built robust script includes to enhance the functionality of custom widgets, enabling dynamic server-side interactions.
- Mapped data objects to script includes, facilitating seamless integration with the UI team's efforts.
- Collaborated with the UI team to ensure accurate rendering of details on the service portal.

PROJECT 5: ITSM CUSTOMER ACCOUNT ONBOARDING

ROLE: SERVICENOW DEVELOPER

- In my role as a ServiceNow Developer, I undertook various responsibilities within the domain-separated instances supporting multiple customers for HPE. The scope of my work spanned across Global, US, and EMEA instances, encompassing over 15 customer onboarding projects.
- Key responsibilities included:
- Creation of domains and companies, configuration of catalog items and record producers, setup of customer portals, generation of reports and dashboards, and establishment of workflows and change approval policies.
- Configuration of custom tables, definition of SLAs, and implementation of notifications and workflows.
- Override of existing configurations in the Global domain to tailor them to specific custom domains.
- Definition of catalogues, items, and business services in alignment with business requirements.
- Creation of workflows and client scripts for diverse tasks, along with the administration and maintenance of application modules using UI actions, policies, and client scripts.
- Implementation of updates sets and XML movements to facilitate seamless transitions.
- Enhancements and configurations in ITIL modules, specifically in Change, Incident, Problem, and Request Management.
- Configuration of record producers, catalog items, variable sets, and order guides.
- Setup and configuration of reports, dashboards, user views, roles, groups, and users.

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- Investigation of performance issues, utilization of troubleshooting tools, and leveraging system logs for issue resolution.
 - Proficiency in working with email notifications, inbound actions, reports, gauges, and home pages.
 - Collaboration with transform maps, data sources, and different transform scripts for effective data loads and management.

PROJECT 6: HPE EXPERIENCE SUMMARY:

ROLE: Service Now Developer & Administrator

As a Service Now Developer and Administrator, I have gained extensive experience and expertise, contributing significantly to HPE's ITSM landscape. My journey began with the Paris release of ServiceNow, and throughout my tenure, I undertook diverse responsibilities:

- Joined the ITSM onboarding team, managing user, roles, and group administration, ensuring seamless accessibility.
- Operated within a domain-separated instance, where I crafted various forms, form views, form sections, and list views tailored to specific needs.
- Engineered change approval policies and workflows tailored to different customer requirements.
- Spearheaded Service Portal Management initiatives.
- Configured notifications for approvers and requesters, employing different formats through email scripts in response to customer needs.
- Oversaw Service Catalog management, User Criteria, Variable sets, catalog client scripts, and catalog UI policies.
- Designed and implemented forms and views for optimal functionality.
- Executed the creation of scheduled tasks, scheduled reports, and custom dashboards.
- Played a pivotal role in ARM portal catalog items, addressing asset requests from HPE users.
- Contributed to the development of Patching catalog items and associated workflows.
- Enhanced change request modules, incorporating date/time modifications using Glide Date API's.
- Developed custom UI actions tailored to customer requirements.
- Generated various reports and client-specific dashboards.
- Actively participated in platform cleanup activities and the system upgrade process, including skipped record reviews.
- Contributed to Ebonding by creating Flow designer and its actions.
- Implemented reusable script includes, optimizing functionality across multiple areas.
- Engaged in the creation and management of Engagement Portal catalog items, facilitating HPE users in raising internal requests.
- Conducted various Proof of Concepts (POCs) to assess the feasibility of requirements and align them with COE standards.
- Collaborated with stakeholders, gathering and fulfilling requirements within specified timelines.

SERVICENOW DEVELOPER: TATA CONSULTANCY SERVICES

Sept 2017 – May 2020

PROJECT: HONEYWELL (TCS) - SERVICE NOW DEVELOPER & ADMINISTRATOR

Role Overview: As a dedicated Service Now Developer, I undertook multifaceted responsibilities to ensure seamless functionality and optimized performance of the ServiceNow platform.

KEY ACHIEVEMENTS:

REQUIREMENT ANALYSIS AND DESIGN:

- Conducted thorough requirement analyses, contributing to the design, development, and deployment phases of various projects.

CONFIGURATION EXPERTISE:

- Configured critical elements including SLAs, UI Policies, Business Rules, Client Scripts, Email Notifications, and Scheduled Jobs, ensuring the system's responsiveness and efficiency.

KNOWLEDGE MANAGEMENT:

- Spearheaded end-to-end Knowledge Management implementation, enhancing accessibility and utilization of organizational knowledge.

ACCESS CONTROL IMPLEMENTATION:

- Developed Access Control Lists (ACLs) to align system access with project requirements, ensuring a secure and controlled environment.

CATALOG ITEM DEVELOPMENT:

- Created over 25 catalog items along with associated workflows, streamlining Request Management processes.

STAKEHOLDER COLLABORATION:

- Established effective communication with stakeholders to understand and fulfill project requirements within specified timelines.

RECOGNITION AND APPRECIATION:

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- Received acknowledgment from stakeholders for significant contributions to project success.

SERVICENOW MODULE PROFICIENCY:

- Demonstrated expertise in various ServiceNow modules, including Incident Management, Change Management, Problem Management, Service Request Management, Knowledge Management, User Administration, Service Catalog, and Service Portal.

ZERO-DEFECT DEPLOYMENT:

- Successfully deployed all update sets with almost 0% post-go-live defects, ensuring a smooth transition without impacting existing customers.

CODE OPTIMIZATION AND MAINTENANCE:

- Proactively engaged in code optimization and removal of redundant scripts to maintain a healthy instance.