

V Siva Reddy

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### **Professional Summary:**

- **5.1+** years of experience in IT Industry and having a **5.1+** years of experience as **Service Now Developer** & Service Now **Administrator** in all aspects of client engagement lifecycles including Requirement gathering & effort scoping, product implementation & development, production support, and system upgrades on ITSM and monitoring.
- Experience in Configuring Applications using Service-Now tool, used in ITIL Management. Strong understanding of ITIL V3.
- Experienced in User administrations, Home Page administration and Tables, Forms Administration, Client Scripts and UI Policies and UI Actions.
- Developed **catalog items**, order guides and **Workflow** creation.
- Expertise on creation of workflows for Service Catalog Items in ServiceNow.
- Configured Email Notifications, **Email Scripting** and **Inbound Actions**
- Building and Running Automated Tests and Suites with the **ATF**, configuring custom test steps, step execution scripts.
- Worked on Update Sets and data importing and **Transform Maps**.
- Integrated third party applications with Service Now using **REST**.
- Knowledge on Service Now SLA definitions, ACL's and have experience on client side scripting such as Client Scripts and server side scripting such as UI Action, script include and business rules.
- Experience on the implementation and maintenance of Business Rules, Client Scripts, and UI Policies.
- Good understanding and hands-on Glide Forms, Records, Scratchpad, AJAX and Glide System used in **UI Actions**, **Business Rules**, **Client Scripts**.
- Data modelling and creating **ACL** for new custom tables. Also, involved creating Custom Application and Modules.
- Good knowledge of **CMDB** and **Asset Management Services**: Business Services and Configuration item relationships.
- Worked with **Import Sets** and **Update Sets** in ServiceNow.
- Experience in all phase of SDLC like Requirement Analysis, Implementation and Maintenance and extensive experience with Agile and SCRUM

### **Technical Skills:**

<b>ITIL Services</b>	: ServiceNow, MID Server
<b>Programming Languages</b>	: JavaScript, HTML, CSS
<b>Software Methodologies</b>	: SDLC, Agile, Scrum, Waterfall
<b>Web Services</b>	: REST, SOAP
<b>Database</b>	: MySQL
<b>Tools and Packages</b>	: MS Office.

### **PROFESSIONAL EXPERIENCE:**

- Working As a **System Developer with CGI** to Till Date

## **Project#1**

**Client : Bell**

**Duration: April 2021 –Till  
date Date Designation:  
System Engineer.**

### **Client Description:**

Bell is one of the largest telecom operators from Canada which offers a handful of telecom services to the consumers. It includes Bell TV, Bell Mobility, Bell Internet. The Project ITSM aims at to managing the IT Services by designing, delivering, and improving the IT services an organization provides to its end users. The main objective of this project is to create and enhance the existing application related to the telecom domain for Bell Canada.

### **Responsibilities:**

- Involved in analysis of end user requirements and worked closely with Team lead and Business analysts in understanding the current ServiceNow system.
- Designed and implemented new functionality using Business Rules, UI Policies and ACLs.
- Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
- Configuring Email, inbound and outbound email activities and creating mail scripts on need premise.
- Involved in Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog and CMDB in ServiceNow.
- Created reconciliation, normalization jobs as per client requirement and imported data in CMDB from various sources like excel, xml, json.
- Worked on DISCOVERY and set up Mid Servers and check for the connectivity, Became an expert in troubleshooting Discovery tool.

## **Project#2**

**Client : Travel Port**

**Duration:Jan 2020–  
March2022**

**Designation: Trainee / Service Now Developer / Admin**

### **Client Description:**

Travel port Worldwide Ltd is a UK headquartered travel technology company with an annual turnover of over \$2.5bn in 2018. Its travel commerce platform provides

### **Responsibilities:**

- Developed Service Catalog items, Order guides, Variable Sets, UI Policies, Data policies, UI Actions, ACL's, Client Scripts, script includes, Business Rules, transform maps.

- Created various front end forms, and associated Client Scripts, UI policies, including advanced customizations that require modification of UI Actions.
- Designed Workflows, along with standard Workflow templates which can be reused.
- Coding and review findings as per the best practices of Service Now
- Onsite - offshore communication and co-ordination.
- Created and maintained technical documentation and process map on components, bug fixes.
- Gave a knowledge session to the client and the team members about the functionality.
- Update set capturing and moving customizations to different instances

### **Project#3**

**Client Name: ITSM SaaS.**

**Duration: Feb 2018 – Dec**

**2019 Designation: System Engineer**

**Client Description:** Remedy ITSM SaaS is a solution provider tool for Infrastructure management for clients. Designed and implemented based on ITIL best practice. We used to develop, customize and provide solution within the various CGI support groups to deliver IT services to the Bell Aliant.

#### **Responsibilities:**

- Perform day to day administration of Service-Now in Development, Test and Production environments to maintain business services and configuration item relationships in Service-Now.
- Experience in using the Agile/Scrum methodology. Knowledge in understanding of ITIL V3 and its components.
- Responsible for various workflows for Incident Management, Change Management, Service Requests and SLA's.
- Worked on creating Users, Roles, Groups and load the data to ServiceNow objects using import sets on daily, weekly, monthly and on request basis.
- Worked on ServiceNow Helsinki and upgrading to Jakarta.

#### **Accreditations:**

- ITIL V3 Certified
- ServiceNow Admin Certified

#### **Academic Qualification:**

- B. Tech **Electronics and Communications Engineering** in 2016