Narsimha Reddy Kolan

Module Lead Servicenow Developer

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Professional Summary:

* Accomplished, result oriented, innovative, forward thinking, professional **ServiceNow Implementation Specialist** with over **5 Years 11Months+** of experience in multifaceted roles
* Experienced in ServiceNow Administration/Development/Scripting/Platform Upgrades
* Experienced in ServiceNow Implementation/Process
	+ **Operations** and **Solutioning and Process** experience in **Discovery** Management & various other Modules on NOW Platform.
* Skilled in **Agile development & Implementation** for ServiceNow Module
* Experienced in successfully delivering large ServiceNow implementation projects for multiple customers working as
	+ **Senior Consultant with Good Team Member**
* Motivated and eager to advance my career with a growth-oriented, technically advanced organisation
* Platform Skills includes - NOW Platform configuration & Administration, NOW Platform Upgrades ,Application Version Upgrades ,NOW Platform Support & Maintenance ,Foundation Data Setup ,Scripting using client scripts, business rules, UI Actions, UI Policies, Script Includes etc. ,ACL, Notifications & Email Scripts ,Automation Using Workflows and Flows (Flow Designer) ,Catalog Item & Order Guides , Record Producers , Reporting, Dashboard ,ITSM Implementation (Incident, Problem, Change & Release, Knowledge, Request) ,CMDB Implementation/Configuration & CMDB Health .
* I had Opportunity to have exposure on Security Incident Response Implementation, Security Incident Event Management Tool Integrations, Vulnerability Response & Exception Management Implementation, Exemption Management for CMDB & Vulnerability Response, Vulnerability Scanner Integrations (Tenable.SC, Rapid7 Nexpose)

**Key Skill**

* ServiceNow ITSM/ CMDB Implementation
* ServiceNow Discovery
* ServiceNow Administration, Development, Scripting & Upgrades
* ServiceNow Scoped/Custom Application Development
* Process Automation & Solution Design on NOW Platform
* Streamlining of Customer Processes
* Customer Interaction, Client Handling & Interactive Workshops
* Demo's & Presentation of ServiceNow
* Team Management, Good Team Member

**EDUCATION:**

* MBA from Osmania University in year 2002,Hyderabad, Andhra Pradesh.
* B.Sc(computers) from Osmania University in year 2000, Hyderabad, Andhra Pradesh.
* Intermediate (MPC) from Board of Intermediate in year 1996, Hyderabad, Andhra Pradesh.
* CBSE(X) from CBSE Board in year 1994, Hyderabad, Andhra Pradesh.

**Employment and Job Description:**

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| --- | --- | --- | --- |
| **Project** | **Project Type** | **Role** | **Project Activities** |
| TekSystem Global Services | Implementation & Support | Module Lead | ITSM, CSM,Enhancements, Supplier Lifecycle Operations, Service Catalog, Flow Designe |
| Vsoft Consulting P ltd | Implementation & Support | Sr.Consultant | ITSM, Support /Enhancements, CMDB, CMDB Health and Discovery module, SecOps & Vulnerability Management, |
| ServiceStack Technologies P ltd | Implementation & Support | Sr.Consultant | Implementation of ServiceNow ITSM |
| VIL Pvt Ltd | Implementation  | Software Engineer | Network Administrator |
| West Infotech(Acquired by Sum Positives) | support | Consultant | ITSM |

**Role- Module Lead**

**Company : TekSystems Global Services**

**Duration: May 2023 to till Date**

**Projects- 1**

* Enhancement and support for Catalog items and ITSM.
* Cloning from Prod to different Sub Prods monthly or need basis and performing post cloning task in targeted instance
* Development of existing work flows to Flow Designer.
* Upgradation to Vancouver version in sub prod
* instances and performed post upgradation skipped scripts and skipped error based on priority.
* Upgradation to Vancouver version in prod Instance and performed post upgradation skipped scripts and skipped error based on priority.

**Project-2**

* Worked on Supplier Life cycle operations module and development as per stories
* Upgradation of to Vancouver version and performed post upgradation skipped scripts and skipped error based on priority.
* Developed stories involved with both client script and business rules along with UI policies
* Used record producer and notifications and script include to develop processes as required

**Role-Sr. ServiceNow Developer**

**Company: vsoft technologies P ltd**

**Duration: Aug 2021 to November 2022**

**Project Description: Implemented Discovery module with planning, execution and go live.**

**ROLE AND CONTRIBUTION:**

* Implemented discovery Module for with requirements as per SOW.
* Created MID servers and IP ranges for discovery CI.
* Implemented different phases of discovery with scanning, classification, identification and exploration phases.
* Executed discovery schedule and identified CI not discovered earlier.
* ImplementedDiscovery Application for one of the clients
* Configured Ip ranges, Mid server and configured different type of scan types as per need
* Configured Identification and Reconciliation Engine as per requirement.
* Worked on REST API Integration.
* Implementation had an opportunity to lean SAM, service mapping.

**Company: Servicestack technologies p ltd**

**Role-Sr. ServiceNow Developer**

**Duration: Dec 20 to aug 2021.**

**Project Description:** Mercedes Benz is one of the world largest Automobile industry by revenues and High Value Products. MBRDI has decided to automate process across organisation in phased manner and with most common usage to most specific across departments.

**ROLE AND CONTRIBUTION:**

* Implemented Single System of action framework.
* Routing and assignment configuration keeping in parameters of capabilities of agents.
* Configured assignment rules, workbench, and Advanced work assignment.
* Configured different channels of communication (omnichannel)for dynamic support to customer.
* Customized Incident Change and Service Catalog module in ServiceNow as per Business Requirement Documents.
* Created Homepages with the help of reports and gauges.
* Creating the Reports and sharing reports through Dashboard, user/groups and Scheduling the Reports
* Customization of existing workflows based on user requirement.
* Created workflows and automated the process of getting catalog items creation or modifications from Customer.
* Created Variable sets, transform maps to ease the process of uploading catalogue items or variables instead of manual updating. Writing Script Includes wherever necessary and reusing them instead of global business rules.
* Writing Business Rules and Client Scripts based on the requirement given.
* Used Background scripts in case of any data validations.
* Created various notifications at different stages.
* Configuring Users, Groups and Roles.
* Created ACL’s based on the security mechanism provided by Customer and best practices.
* Having daily communication with customer and making them understand on implementation done on ServiceNow for the requirements given.

 **Company: West Infotech(now Sum Positives)**

 **Duration: Nov 2019 - Dec 2020**

 **Role-ServiceNow Consultant**

 Project Description: This project is built as dedicated domain separated environment. The project includes Incident, Problem, Change and Service CatLog, scoped Application. PPM, the project phase involves purposing service-now to client. Working in Change Management and Service Catalog Management.

ROLE AND CONTRIBUTION:

* Implementation of Virtual Agent-Chatbot
* Designing and configuration of topics and workflow asper requirements.
* Automations done for the below topics:
* Creation of Incidents, Ordering an Item, Resetting Password.

**Company: VIL Pvt Ltd**

**Role-support Admin**

**Duration: Oct 2018 to Oct 2019**

 As an IT Network Engineer, responsible for installing, maintaining, and supporting and configuring networking devices and communication networks within an organization. Ensure the smooth operation of communication networks to provide maximum Performance and availability to the staff, clients, and customers.

* Responsible for installing, supporting, and maintaining new server hardware and software infrastructures.
* Maintain inventories of all IT hardware and software licenses.
* Responsible for network traffic analysis and monitoring.
* Undertaking routine preventative measures and implementing, maintaining, and monitoring network security, particularly if the network connects to the internet.
* Setting up user accounts, permissions, passwords, breaking passwords and managing IP address.
* Created documentation, network diagrams for both parent and client networks.
* Monitor and maintain regular network backups, installing Drivers/Printers, Network configuration.

 **Company: West Infotech (Acquired Sum Positives)**

 **Duration: July 2014 – Sep 2018**

 **Role-ServiceNow Consultant**

 As an IT Network Engineer, responsible for installing, maintaining, and supporting and configuring networking devices and communication networks within an organization. Ensure the smooth operation of communication networks to provide maximum Performance and availability to the staff, clients, and customers.

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* Created documentation, network diagrams for both parent and client networks.
* Monitor and maintain regular network backups, installing Drivers/Printers, Network configuration.
* Created customer Tables to and built application workflow as per requirements.
* Created forms using form Design and customized approval process down the hierarchy with various checks and approvals.
* Created widgets for portal to items in service catalog.
* Created Email notifications framework.
* Imported data from legacy to ServiceNow Table using import sets.
* Worked on Update Sets and Migrating Update Sets between Instances.

**Certifications**

* ITSM Professional Citizen Developer Core Skills Micro-Certification Suite
* ServiceNow Mainline Certifications
	+ Certified Implementation Specialist - Discovery (CIS-Discovery)
	+ Management) ◦ ServiceNow Certified System Administrator (CSA)
* ServiceNow Micro-Certifications
	+ Micro-Certification - Agile and Test Management Implementation
	+ Micro-Certification - Citizen Developer Application Creator
	+ Micro-Certification - Citizen Developer Process Creator
	+ Micro-Certification - Flow Designer
	+ Micro-Certification - Configure the CMDB & CMDB Health