**Praveen Kumar Kandru**

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**PROFESSIONAL EXPERIENCE SUMMARY:**

* Around 6 years of experience as a ServiceNow developer and administrator experience in Analysis, Design, Development, Customization, Testing and Deployment.
* **Certified System Administrator (CSA).**
* Hands on in Glide Scripting, Java Script, HTML, XML, AJAX.
* Worked on **CSM & HRSD Modules.**
* Done Integrations with 3rd party tools using (web services, REST, email, MID, etc).
* Hands-on experience working with relational databases.
* Hands-on experience with web UI development technologies that include HTML, CSS, and AJAX.
* Knowledge of one or more of the following: HTML/CSS, AJAX, Jelly, JSON, AngularJS.
* Performs system and integration testing with sample and live data Monitor health, usage and overall compliance of the application.
* Hands-on design, development and deployment experience with the Service-now platform.
* Service now implementation experience in ITSM modules (Incident, Problem, Change).
* Experience with SNOW Development
* Understanding of ServiceNow integrations with external systems via APIs
* Experience in CMDB
* Experience in the Latest Version of ServiceNow
* Acceptance Test Driven Development (ATDD) experience
* Administration of a ServiceNow instance including the delegation of groups, modification of CMS, workflows, business rules, UI actions, UI policies, ACLs, dictionary, catalog items and updates of all other existing solutions requiring revisions
* Enhancement & Backlog development support
* Hands-on IT implementation experience with ServiceNow IT Service Management (ITSM) solutions.
* Extensive Process knowledge and working experience as implementer for ITSM
* Extensive knowledge in protocols such as HTTP and REST
* Familiarity with the XML, and JSON/script language concepts
* Intermediate Windows administration skills
* Good interpersonal skills, dedicated, and hard working with a zeal to undertake challenging tasks.

**TECHNICAL SKILLS**

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| --- | --- |
| ITSM Tools | ServiceNow |
| Java/web Technologies | HTML, XML, JavaScript, CSS, JQuery,  REST Services. |
| IDEs | My Eclipse, RAD, NetBeans |
| Databases | MySQL, Microsoft SQL Server |

**Experience**

**Company** : Jacobs Engineering Group

**Project Type** : Implementation & Support

**Role**  : ServiceNow Admin/BA/Developer

**Duration**  : Dec 2018 to till date

**Environment**  : ServiceNow (Vancouver)

**Roles and Responsibilities:**

* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in ServiceNow.
* Collaborate with IT and business teams to gather, develop and validate business requirements for new functionality or enhancements.
* Define and meet standards for implementations in ServiceNow to ensure consistency and supportability of customizations.
* Follow Change Management and Problem Management processes regarding the automation of ServiceNow.
* Develop and test ServiceNow Customizations including, but not limited to screen tailoring, workflow administration, report setup, data imports, custom scripting and third-party software integrations.
* Created Email Notifications and Inbound Actions.
* Developed SLA for the organization's Implementation of ACL.
* Performed code migration using Update Sets.
* Developed Import Sets to import data from different Sources. Developed Transform maps to map values between Import Set and Service-Now tables.
* Created the UI pages to use them in catalog items, implemented using UI scripts.
* Administer access to the ServiceNow system including group and user management.
* Assist in the data collection for organizational metrics.
* Created Catalog Service Requests and associated Workflow/ Flow Designer process as per the requirement.
* Coding JAVASCRIPT, GLIDE SCRIPT, AJAX to Run Business Rules, Client Scripts and UI policies.
* Represented ServiceNow team at Change Approval Board meetings to coordinate scheduling and avoid any unnecessary impact.
* Created notifications based on user requirements and configured inbound email actions to create incidents or requests.
* Created Database views for reporting.
* Created Dashboards for different assignment groups within organization and provide training to the users in creating reports.
* Worked on different enhancement requests like workflow modifications, replacing the workflow with the new flow designer, etc.
* Creating HR Cases, HR Services, HR Skills.
* Installing Mid servers on windows.
* Expertise in Automated tested framework.
* Worked on CSM & HRSD Stories.
* Rest API Integration with Amelia
* Rest API Integration with United Training.
* Used agile scrum methodology for the development.

**Environment:** Service now, HTML, CSS, Java Script, jQuery, Ajax, XML

**Education**

Bachelor of Technology, JNTUK, (ECM) - (2011-2015)

Mtech, JNTUK – (2016-2018)