**RESUME**

**Kvs.Bharat Varma**

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**Professional Summary:**

* Having 5 years into **ServiceNow** Development and Administration.
* Experience in ITSM and ITBM modules like Incident Management and Problem Management, Change management and service catalogs.
* Workers on Creating Client side and Server-side scripting.
* Worked on Creating UI Policies, data Policies and UI Actions.
* Worked on Creating Reports, dashboards.
* Worked on Service level agreements.
* Experience in Creating Custom Tables and Applications.
* Experience in creating Email Notifications.
* Worked on Inbound Email actions.
* Experience in Creating Users and Roles and Groups.
* Experience in Transform Maps and Update Sets and ACL's.
* Worked on Import Sets using Transform maps.
* Good interaction with managers, and team members to coordinate tasks and strong commitment to work.
* Experience in development using Agile – SCRUM management methodology.
* Interacting with customers' business and technical teams to understand the business requirements and translate them to technical solutions.

**Technical Skills**

* Service Now (ITSM).
* Languages: HTML, CSS.
* Scripting: JavaScript.

**Education**

* **B. Tech (Information Technology)** from Coastal Institute of Technology and Management, Affiliated to **JNTUK**.

**Professional Experience**

* Working as a **Software Engineer** at **Accenture.**

**Project - 1**

**Project :  Marriott**

**Client               :  Marriott**

**Designation :** Software Engineer

**Role                                   :** ServiceNow Developer

**Description:** Implemented **Incident Management, Problem Management, Change Management** for the Loan Depot and also developed the catalog items for the loan depot.

**Roles & Responsibilities:**

* Using Transform maps to import Data.
* Worked on incident, problem, change management configurations.
* Worked on Ui policies, Client scripts in order to implement the configurations.
* Gathering Requirements from client creating catalogs items.
* Writing Business rules, Client scripts, UI actions and UI Policies as per the client requirement.
* Using Workflow Editor for creating workflows.
* Worked with Update Set to move the Configurations from developer environment to Testing environment.

**Project - 2**

**Project :  British petroleum, ITSM**

**Client : British petroleum**

**Designation :** Software Engineer

**Role :** ServiceNow Developer and Admin

**Description:** Identity and Access management team related project, in this we have to develop the Catalog items, workflows.

**Roles & Responsibilities:**

* Worked with Import and Update sets.
* Development of Service catalog which includes creating new catalog items and Modifying the Existing service catalogs.
* Working on building Catalogs, categories, Catalog items, and Record producers.
* Creating SLAs and participating in running SLAs and responsible for closing successfully.
* Writing Catalog client scripts and UI policies.
* Creation of catalog Items with Variables and Variable sets.
* Gathering Requirements from client creating catalogs items.
* Writing Business rules, Client scripts, UI actions and UI Policies as per the client requirement.
* Using Workflow Editor for creating workflows.
* Worked with Update Set to move the Configurations from developer instance to Staging Instance.

**Project - 3**

**Project : Medtronic**

**Client : MEDTRONIC PLC**

**Designation :** Software Engineer

**Role :** ServiceNow Developer and Admin

**Description:** Medtronic plc is an American-Irish registered medical device company that primarily operates in the United States. In this project I worked on development of the Incident Management, Problem management by using development techniques involved in the ServiceNow.

**Roles & Responsibilities:**

* Creating Users, Groups & Roles Administration.
* Creating Inbound actions.
* Worked on Incident management.
* Worked on ITBM(ppm) implementation.
* Worked on Idea, Demand, Project configurations.
* Worked on the Idea module by modifying idea form as per the client requirement.
* Worked on Service portal to create ideas from service portal and populating fields from service portal to idea table through Business rule.
* Created a Related list on idea form to populate the values from idea to demand when demand is going to create from accepted ideas through Business Rules.
* Worked on Notifications for sending mails to demand users when an idea is accepted or deferred by the demand manager.
* Worked on Demand module to populate fields from idea to demand.
* Created tabs on demand form which decides whether it is a strategic project or operational enhancement through Client scripts.
* Worked on UI policies to display fields which are dependent on other fields.
* Worked on Demand Workbench for evaluating score to the demand and worked on stakeholder assessment which is required for the qualification of demand.
* Created Related links on demand form depending on states.
* Worked on the Project module by populating fields from demand to project through script include.
* Worked on Project tasks by sending Notifications to the assigned person on project task form.
* Worked on Resource plan and cost plan by creating resources and cost plans for the project.
* Prepared deployment document.

**Declaration:**

 I hereby declare that the above details furnished by me are true to the best of my knowledge.

**Kvs.Bharath Varma.**