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| Result-oriented IT professional offering **more than 5.5 years** of experience in Application Development using Service Now environment, targeting senior level assignment within same domain with an organization of repute in IT Industry; preferably in Hyderabad,chennai & Bangalore and remote.**CONTACT**

|  |  |
| --- | --- |
|  | **Hyderabad** |
|  | **amsr432431@gmail.com** |
|  | **+91-9550871217** |

**EDUCATION**

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|  | Bachelor of Technology from JNTU Anantapur University in 2014 |

**CORE COMPETENCIES**

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| * **IT Service management**
* **Service now admin**
* **Request Management**
* **Problem Management**
* **Incident Management**
* **Unit Testing & System**
* **Application Development**
* **IT Infrastructure services**
* **Coding**
* **Testing**
* **Troubleshooting**
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**SOFT SKILLS*** **Analytical**
* **Problem Solving**
* **Time Management**
* **Detail-oriented**
* **Team Management**
* **Communication**

**CERTIFICATIONS**

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|  | ITIL Foundation Certified |
|  | Certified ServiceNow Administrator (CSA) |

**PERSONAL DETAILS*** **Date of Birth:** 24th May, 1993
* **Languages Known:** English & Telugu
* **Address:** Maheswara Reddy Annem, s/o AnnemChinna Rami Reddy,Nandyal,AP
 |  | **Annem Maheswara Reddy** IT Service Management Professional**PEROSNAL PROFILE*** Gained exposure on process requirements and provided use cases for business, functional & technical requirements
* Understood Software Development Lifecycle (SDLC) right from requirement analysis, documentation, coding and testing to maintenance of proposed applications/software
* Identified architectural improvements resulting in increased developer efficiency, product reliability, and responsiveness to new feature requests
* Provided end-to-end management of multiple projects from conceptualization &visualization to technology mapping and final execution of projects
* Formulated troubleshooting plans covering resource requirements, schedule assumptions, and scope based on inputs from System Test Management which included coordinating test plans across multiple test organizations and facilities
* BusinessRule,ClientScript,ScriptInclude,UIPolicy,UIAction,WorkflowDesigning
* Have experience in integrations
* Worked on the Application portfolio maangement(APM) module.

**WORK EXPERIENCE****July’23 – June’24 | Senior Software Developer | Transol Systems., Bangalore****July’22 – June’23 | Senior Software Developer | Onward Technologies., Chennai (Working in Client location(Renault Nissan Technology Business Center India Private Ltd))** **January’19 – July’22 | Associate Consultant | Infosys Ltd., Hyderabad****Project #1****Title : Jabil****Domain : IT Service Management.****Environment : Service Now** **Key Result Areas:*** Performing key tasks as a ServiceNow developer and Admin by creating Catalog items, Business Rule, Client Script ,UI policies, UI Action , Script Includes
* Conducting UAT sessions with users and migrating changes to production environment
* Worked as a ServiceNow Admin to resolve the incidents and service requests
* Gathering the requirement, monitoring the changes in the update set, and raised the request for code review request
* Following up with users to get the UAT Signoff, further, promoting the changes to production environment
* Collaborating with the Development Manager to define/improve development methodology and processes

**PREVIOUS PROJECTS****Project : Toffee 2.0****Domain : IT Business Management.****Environment : Service Now (APM)****Responsibilities:*** image41Designing catalog items and corresponding flow designers like Application to Application Relationship ,Production Release Tracker catalog item.
* Worked on the Architectural Artifacts
* Write Client script, server side script, business rules, UI policies
* Moving the update sets from lower instance to higher instance.
* Aclwere used to give permissions to users based on their roles
* Configuring Notification according to requirement
* Creating Database views to map the tables

**Project :** AGI**Domain :** IT Service Management**Environment :** ServiceNow**Key Result Areas:*** Designed catalogitems and corresponding workflow and flow designers
* Configured notification according to the need
* Resolved technical issues during the course of project execution
* Engaged in requirement gathering, analysis and code review of the application
* Worked cross-functionally to define project requirements
* Coordinated meetings with the Project Manager and as well as Onshore Management to discuss project impediments, resource requirements or issues/delays in completing the task

**Project :** EverSource**Domain :** IT Service Management**Environment :** ServiceNow**Key Result Areas:*** Created user groups and assigned roles
* Wrote Clientscript,serversidescript,businessrules,UIpolicies
* Migrated the updatesets from lower instance to higher instance
* Designed catalogitems and corresponding workflow and flow designers
* Configured notification according to the need
* Resolved technical issues during the course of project execution
* Engaged in requirement gathering, analysis and code review of the application
* Worked cross-functionally to define project requirements
* Coordinated meetings with the Project Manager and as well as Onshore Management to discuss project impediments, resource requirements or issues/delays in completing the task
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