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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**   |  |  | | --- | --- | |  | Bachelor of Technology from JNTU Anantapur University in 2014 |   **CORE COMPETENCIES**   |  | | --- | | * **IT Service management** * **Service now admin** * **Request Management** * **Problem Management** * **Incident Management** * **Unit Testing & System** * **Application Development** * **IT Infrastructure services** * **Coding** * **Testing** * **Troubleshooting** |   **SOFT SKILLS**   * **Analytical** * **Problem Solving** * **Time Management** * **Detail-oriented** * **Team Management** * **Communication**   **CERTIFICATIONS**   |  |  | | --- | --- | |  | 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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