

Service Now Developer

CSA Certified

KAVITI ASHOK KUMAR

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Andhra Pradesh, 532195

Career Objective

To work in an environment that utilizes my skills, abilities and offers ample learning opportunities to acquire new skills and contribute effectively to the organization.

Professional Summary

- Overall **5.4** years **IT** Experience Relevant **4.2** years with Service Now application development including creation and configuration of service catalogs, Email notifications, user interfaces, workflows, data imports and exports, business rules driven user interfaces and attributes, and reports.
- I have extensive work experience on implementing and developing core IT Service Management.
- Configured Applications using Service Now tool used in ITIL Management.
- I have experience on Incident Management, Problem Management, Change Management, Service Request Management, Service Catalog and SLA.
- I have worked with Import and Update Sets.
- I have experience on Glide and Java Script, HTML, XML, AJAX.
- I have experience on working with creation and customization of complex Workflows and custom workflow activities.
- I have experience working with Email Notifications, Business Rules, Client Scripts and Access Control Lists.
- I have extensive work experience on UI Policies, UI Scripts, UI Actions and Scripts Includes.
- I have knowledge on Service Portal.
- I have knowledge on Transform Maps, Data Sources and different Transform Scripts for data loads and Management.
- I have experience on creating update sets and moving from one instance to another instance for testing.
- I have hands on experience on Client side & Server-side Scripting.
- I have experience on working with Schedule jobs to manage business needs and handle background work.
- I have experience on using ACL's for providing field level security and table level security.
- I have Created Service Now Reports and Dashboards.
- I have knowledge on Service Portal in ServiceNow.

- I have knowledge on Application Development in Servicenow.

Skills

- Operating Systems Windows, UNIX, Linux
- Programming Languages c,
- Tools & Utilities Service Now, ITSM
- Scripting Languages JavaScript, HTML, CSS

Educational Qualification

- **B.Tech(EEE)** from JNTU college of Engineering and Technology, Kakinada with 75% (Batch of 2013 - 2016).
- **Diploma (EEE)** from D.A Govt. Polytechnic College, Ongole with 91% (Batch of 2010-2013).
- **10th(SSC)** from Viswa Santhi High School, Polaki with 88% (Batch of 2009-2010).

Professional Experience

- Working as Service Now Developer for JBG INFOSOLUTIONS Pvt. Ltd. From Aug 2017 to Nov 2022.

Project Details

❖ Project-1

Organization	JBG INFOSOLUTIONS Pvt. Ltd.
Client	Linked IN
Role	Software Engineer
Duration	Oct 2018 – Sep 2020

Responsibilities:

- Created groups, roles and security groups to access certain functionalities and customized home page.
- Worked on various modules of Service Now like Incident management, change management, Problem management, Service Catalog and User Administration.
- Created Reports and scheduler process to send report to management about incidents, problems and application diagnosis report-based control and alert messages using Email Notification.
- Created email templates and business rules for email notifications for all required process (Control and Alert, Incidents).
- Implementing the Incident and problem Management from the scratch.
- Designed the forms and created fields in the forms for both incident and problem management.
- Written all types of business rules to full fill the requirement and written Client-side functionalities like Client scripts and UI policies.
- Created Buttons and context menus both on form and lists using UI actions

- A Service Now technology analyst with experience on implementing end-to-end Service Catalog, Incident Management, Knowledge Management and Change Management.
- Written script includes and invokes them in business rules and client scripts.
- Imported many CI's using import set tables
- Created Transform maps both automatic field mapping and scripting
- Development of Service catalog which includes creating new catalog items and designing workflows.
- Strong sense of accountability, taking ownership over projects and responsibilities and resolving issues. Proactively.
- Reliability, dependability and strong motivation to respond to requests quickly.
- Manage multiple requests, assess priorities, and achieve solutions under deadlines.
- Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge and Service Catalog.

❖ Project-2

Organization	JBG INFOSOLUTIONS Pvt. Ltd.
Client	GE
Role	Software Engineer
Duration	Oct 2020 – Nov 2022

Responsibilities:

- Merging the roles into other roles and maintaining the instance so that all the applications are available to respective users.
- Assigning Roles to Users.
- Creating Tables, Fields, User records, and Group records.
- Defined Users, Groups and Roles Administration and providing accessing permissions.
- Importing the Data in different formats (Excel, CSV, and XML) via attachments.
- Worked with Import and Update sets.
- Participated in validating Form and Table level using UI Policies.
- Written Client Scripts, Business Rules and UI Actions for customizing the tool.
- Customized Incident/Problem/Service catalog applications using Business rules and Client scripts.
- Using different workflow activities and added new conditions for activities.
- Responsible in building SLA and generating Reports.
- Created Email notifications, Email Templates and Mail scripts, trigger email notifications from server-side scripts by using events existed in event registry.
- Created various workflows for Incident Management, Problem Management, Service Requests Management and SLA's.
- Documentation of changes and new development as technical and functional specs.

Personal Information:

Full Name : KAVITI ASHOK KUMAR
Father's Name : KAVITI RAMAYYA
Gender : MALE
Date of Birth : 25th August, 1994
Marital Status : Single
Nationality : Indian
Language Known : English, Hindi, Telugu

KAVITI ASHOK KUMAR