SERVICENOW CONSULTANT

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CERTIFIED SERVICENOW ADMINISTRATOR

OBJECTIVE:

To pursue a Software Developer position that allows me to utilize my expertise in Service-Now Tool, and to contribute to the design, development, implementation, and testing of enterprise web applications.

PROFESSIONAL EXPERIANCE:

- Overall, **7.4** years of experience in ServiceNow tool as a **ServiceNow Developer** with sound knowledge on **ITSM, HRSD, CSM (**knowledge**) Implementation** & **Administration.**

- **Advanced Work Assignment (AWS), Agent Workspace, Agent Chat** Modules.

- **Java Scripting** knowledge and has done it in Service-now for custom application development.

- Worked on **Business Rule, UI Action, Script Includes.**

- Worked on Script based **UI Policy** and **Client Script, Catalog client script, Scheduled jobs.**

- Creating **custom Tables, Fields** and configuring **ACLs** over them.

- Configuring **Data Sources, Import Sets**, **SLA / OLA** and **Transform maps.**

- Worked on the **Email Notifications, Email Scripts, Inbound Email Actions and LDAP** Integration.

- Developed **Service Catalogs, Record producer** and **Variable Sets.**

- Creation of custom **related list,** Creation of Access Control List with the help of Scripting.

- **Cloning** the instance for Sub-production Environments.

- Designing new **Workflows** and modifying the existing **workflows** according to new requirements.

- Knowledge on **Web Services, REST** integration.

- Worked on Major modules like **Problem Management, Incident Management, Change Management** etc.,

- Created **Reports** based on business requirement.

- Experience of handling **Bug Fixes** and Enhancement requests.

- Hands-on design, development, and deployment experience with the Service-now platform.

- Developing Functional and Technical Specifications and provide Users Training.

QUALIFICATION:

- Bachelor of technology at **Nalla Narsimha Reddy Engineering College, Hyderabad, Telangana,** May2013.Attained 72.08**%**

EXPERIENCE:

Organization	Designation	Duration
Lowe's India Solutions Pvt Ltd	Senior Software Engineer	Aug 2019 – till date
Getronics Solutions India Pvt Ltd	Technical Consultant	Nov 2017 – Aug 2019
ITC Infotech India Ltd.	Associate IT Consultant	Feb 2016 – Nov 2017

Technical Proficiency:

Tools	
Primary Skills	ServiceNow ITSM, HRSD Administration & Implementation
Scripting Languages	JavaScript, Java(J2SE), Angular JS (Basic Knowledge)

CERTIFICATIONS:

- CERTIFIED SERVICENOW ADMINISTRATOR
- Micro-Certified on Flow Designer
- Micro-Certified on Integration Hub

Project#1:

Retail Company	Lowe's India
Tool	ServiceNow
Role	Developer
Organization	Lowe's India Solutions Pvt.Ltd
Period	Aug 2019 – till date

Founded in 1921, Lowe's Inc. is a leading home improvement retailer serving approximately 20+ million customers per week across 2,200+ home improvement stores in the United States and Canada.

As a Fortune® 50 company with sales of $96 billion in 2021, Lowe's Inc. employs more than 3,00,000 associates globally

Description:

Customizing Service-now as per the user's requirement and maintain the service-now administration and development.

Responsibilities:

➢ Created **Custom Tables, Applications,** Modules and designed forms as per the customer requirement in **Scoped Application**.

➢ Worked on **HRSD** Application.

➢ Written **Business Rules** and **Script Includes** for customizing the tool.

➢ Written **Client Scripts, UI Policies** and **UI Actions** for customizing the tool.

➢ Created **Record producer** by using variables and created **Catalog Client Script & UIPolicies**.

➢ Importing data by using **Import sets** and load the data using **Transform Maps** and created **Transform Map Scripts** for validating the field data.

➢ Customized complex **Workflow.**

➢ Created **Reports** and **Scheduled Reports**.

➢ Knowledge on **Service Portal** and did few customizations on service portal.

➢ Using **ACL's** for providing field level security and table level security.

➢ Created and maintained technical documentation and process map on components, bug fixes.

Project#2:

Clients	Getronics (FAM) and Gatwick Airport
Tool	ServiceNow
Role	Developer
Organization	Getronics Solutions India Pvt Ltd.
Period	Nov 2017 – Aug 2019

Getronics is a global ICT integrator with an extensive history that extends over 130 years and is majority owned by Bottega InvestCo S.à r.l.. Getronics is a leading member in the Global Workspace Alliance, a unique model that provides customers with consistent IT services across 110 countries, with one single point of contact and billing entit

Description:

The FAM project deals with Getronics clients all over the world around 140+ clients. And we are handling **Gatwick** London Airport project.

Customizing Service-now as per the user's requirement and maintain the service-now administration and development.

Responsibilities:

- ➤ Worked on ITSM Modules.
- ➤ Created **Custom Tables**, **Applications**, **Modules**, and designed forms as per the customer requirement.
- ➤ Created a **Custom Application** from the scratch.
- ➤ Written **Business Rules** and **Script Includes** for customizing the tool.
- ➤ Written **Client Scripts**, **UI Policies**, **Script Actions** and **UI Actions** for customizing the tool.
- ➤ Responsible in building **Catalogs**, Catalog categories and **Record producers**.
- ➤ Created **Email notifications**, trigger email notifications from server-side scripts by using Events existed in event registry and created **Inbound Email Actions**.
- ➤ Experience on setup **Multi- Provider SSO** configuration.
- ➤ Written **Script Actions** which can be triggered by an event.
- ➤ Importing data by using **Import sets** and load the data using **Transform Maps** and created **Transform Map Scripts** for validating the field data.
- ➤ Created **Workflows** and customized the complex workflows.
- ➤ Created **Reports**, **Gauges** and **Scheduled Reports**.
- ➤ Worked on the **Integration.**
- ➤ Created **Scheduled jobs** and Scheduled generation and distribution of reports.
- ➤ Using **ACL's** for providing field level security and table level security.
- ➤ Debugging scripts on issues after instance upgrade.
- ➤ Created and maintained technical documentation and process map on components, bug fixes

Project#3:

Clients	AB InBev
Tool	ServiceNow
Role	Developer
Organization	ITC Infotech India Ltd.
Period	FEB 2016 – Nov 2017

AB InBev is a multinational beverage and brewing company with global headquarters in Leuven, Belgium. We have got the opportunity to implement the cloud based ITSM solution to manage the IT Operations and Infrastructure in ServiceNow competence.

Description:

Customizing Service-now as per the user's requirement and maintain the service-now administration and development.

Responsibilities:

- ➢ *Defined **Users**, **Groups** and **Roles** and providing accessing permissions*
- ➢ *Worked on **ITSM** Module.*
- ➢ *Created **SLAs** and participated in running SLAs and responsible for closing successfully.*
- ➢ *Written **Business Rules** and **Script Includes** for customizing the tool.*
- ➢ *Written **Client Scripts**, **UI Policies** and **UI Actions** for customizing the tool.*
- ➢ *Responsible in building **Catalogs**, Catalog Categories and **Record producers**.*
- ➢ *Created **Email notifications**, trigger email notifications from server-side scripts by using Events existed in event registry.*
- ➢ *Created **Reports**, **Gauges** and **Scheduled Reports**.*
- ➢ *Created **Scheduled jobs** and Scheduled generation and distribution of reports.*
- ➢ *Using **ACL's** for providing field level security and table level security.*
- ➢ *Importing data by using **Import sets** and load the data using **Transform Maps** and created **Transform Map Scripts**.*