Raja Sanjay Mantena

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| Professional Enhancements: |

An ambitious and optimistic Software Engineer with over 12+ years of hands-on experience in the IT industry and also involved in providing IT Service Management Solutions in IT Infrastructure with expertise in the ITSM Suite (**Service Now**) since 5 years.

* 5+ years of total IT experience as Service Now Admin, Testing & Development.
* Experience working with Business Rules, Client Scripts, UI Policies, Script Includes, ​ Workflow Design, Incident Management, Service Catalog.
* Experience on creation of Catalog items, record producers.
* Experience in Agent Workspace & Performance Analytics.
* Created schedule jobs to manage business needs.
* Have a hand on experience on the Java support along with the root cause findings and working along with different teams of the application.
* Highly motivated, quick learner and extremely versatile. Accepts responsibilities, performs the job duties punctually and effectively. Able to work to meet tight deadlines and under work pressure.
* Interact with customers business and technical teams to understand the business requirements and translate them to technical solutions.

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| Academic Profile: |

* B.Tech from Jawaharlal Nehru Technology University, Hyderabad.

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| Career Contour: |

* Working for Algoleap technologies India Pvt Ltd as a **Service Now** Process Analyst from Aug2022 to Till Date
* worked for IDFC First Bank Pvt Ltd, Bangalore as **service Now** Specialist from Dec 2021 to June2022
* Worked for Perigon Technology Pvt Ltd, Hyderabad as **Service Now** Specialist from Oct 2016 to Dec2021
* Worked for Cisco Systems Ltd., Bangalore as **Software Engineer** from July 2011 to Oct 2016.

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| Technical Skills: |

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| Operating Systems | Windows XP, Windows 7, Windows 8, Windows 10, UNIX |
| Primary Tool | ITSM Service Now |
| RDBMS | SQL Server |
| Languages | JavaScript, PowerShell and TSQL |
| Web Technologies | REST, XML |
| Tools | SSMS |
| Other Tools and Utilities | Jira |

Projects Handled:

Project #1:

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| Project Title | Employee Center |
| Client | Vialto |
| Duration | Aug2022 – Till Date |
| Role | ServiceNow Developer/Analyst |

Project Description:

The role entails the responsibility to design, develop and implement IT processes and performing analysis required to build respective modules within Service Now Platform, captures business requirements in a form of agile stories, as well as testing.

Roles & Responsibilities:

* Design and Development of Employee Service Center
* Primary role in developing initial requirement documents based on the requirement from the stake holders and help the developers to understand the requirement and work accordingly.

Project#2:

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| Project Title | Service Now Support |
| Client | Idfc First Bank Pvt Ltd |
| Duration | Dec 2021 – April 2023 |
| Role | Service-Now Developer, Tester, Admin, L3 support |

Project Description:

The role entails the responsibility to manage, support and monitor server and IT infrastructure of the bank. It includes maintaining and supporting software, interacting with internal cross functional team on all levels to help resolve IT-related issues and provide solutions in a timely manner.

 Roles & Responsibilities:

* Play a primary role in developing strategic plans of IT infrastructure plus operational aspects of application execution within infrastructure security
* Evaluate and recommend necessary changes in performance tuning, IT infrastructure design and monitoring
* Responsible to install, configure and maintain applications with IT infrastructure
* Support in developing strategic plans of IT infrastructure plus operational aspects of application execution within infrastructure Support install applications for system production and test to ensure maximum support through applying best practices. Develop IT infrastructure related scripts to automate manual tasks and streamline operational activities

Project #3:

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| Project Title | Service Now Shared Services |
| Client | Legg Mason |
| Duration | Nov 2016 – Dec 2021 |
| Role | Service-Now Developer, Tester, Admin |

Project Description:

This project is aimed at customization of various modules like Incident Management, Problem Management, Service Request Management, Email notifications, etc. based on the activities, performs

to the users and implementation of integrations like LDAP, OneTIS, DRA, Net IQ, email inbound and Service Request creation.

Roles and Responsibilities:

* Analyze user requirements, functional and technical specifications.
* Customization and configuration of Service requests and Change management.
* Involved in development for the various modules using Business rules, Client scripts, UI Polices, Script Includes.
* Creation of Catalog items with variables and variables sets.
* Gathering requirements from client creating catalog items.
* Creating UI pages for better visual appearance in catalog items.
* Customizing the forms and Lists of Incident and problem Management tables.
* Knowledge on creation on workflows for service catalog items in Service-Now.
* Writing Business rules, Client Scripts, UI actions and UI Polices as per the client Requirement.
* Involved in incident reporting and change reports to track process or repairs and determine the current quality of the application
* Creating Custom Tables, Fields and Configure Access controls over them.
* Attended the daily Project status meetings.

Project #4:

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| Project Title | Common Service Platform Collector (CSPC) |
| Client | Cisco Systems |
| Duration | Mar 2011 – Jun 2016 |
| Role | Software Engineer |

Project Description:

CSPC is a collector which is integrated with different CSOs (Common Service Objects) like the device discovery CSO, core collection, connectivity and data normalization. Together we call as CSPC or Common Services Platform Collector.

Roles and Responsibilities:

* Executed Manual test cases and logged the defects.
* Involved in Identify software bugs and interact with developers to resolve them.
* Writing the Test Plan against Requirement specification and generating the defect report.
* Wrote Functional and Integration test cases.
* Written the Test Cases for all the features assigned
* Performed Sanity test and full regression testing

Personal Details:

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| * Gender | * Male |
| * DOB | * 03-05-1987 |
| * Languages | * English, Hindi & Telugu |
| Marital Status | * Married |
| Nationality | * Indian |
| Address | * Hyderabad |